North Midlands LGBT+ Older Peoples Group
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Volunteering Policy Updated August 2026

1. Purpose

The North Midlands LGBT+ Older Peoples Group (referred to in this policy as OLGBT+ or the Group) is based on peer support and self-help.

Members are not passive recipients of a service. They contribute to the life of the Group by supporting one another, sharing experience and helping with meetings and activities.

This everyday participation is part of membership and is not normally treated as a formal volunteering role.

From time to time, the trustees may create specific volunteer roles where a member or another person takes on an agreed responsibility on behalf of the Group. This policy explains how those roles will be managed.

2. Our Approach to Volunteering

The Group values both informal member participation and more clearly defined volunteer roles.

Informal member participation may include:

- welcoming people;
- putting out chairs;
- making refreshments;
- helping tidy a venue;
- supporting stalls or events;
- offering occasional practical help to another member.

People providing this kind of informal help do not need to be recruited, supervised or described as volunteers.

A defined volunteer role may be created where someone takes on an ongoing or particular responsibility, such as holding keys, looking after equipment or communications, helping to organise activities, or representing the Group.

3. Agreeing Volunteer Roles

Where a defined volunteer role is created, the Group will make clear:

- the purpose of the role;
- the main tasks involved;
- the likely time commitment;
- who will provide support;
- any training, access or confidentiality requirements;
- any expenses that may be claimed.

The level of formality will reflect the nature and responsibility of the role.

Volunteer roles will normally be offered to members or supporters of the Group, although the trustees may recruit more widely where appropriate.

Volunteering is freely chosen and may be ended by either the volunteer or the Group.

4. Time Commitment

Volunteering with us could be about giving a few hours a month or it may require a more substantial regular commitment. This will depend upon the role and on the volunteer. As a volunteer you decide on the commitment and the type of role that's right for you.

5. Recruitment

Volunteer roles will usually be offered to members and supporters, although the Group may recruit more widely where appropriate.

For regular or responsible roles, the Group will provide a role description setting out the tasks, skills, time commitment, support and any training required.

Selection arrangements will be proportionate to the role and may include an informal discussion, references or other checks where necessary.

6. Out of Pocket Expenses

Volunteers may claim reasonable expenses necessarily incurred in their role, in accordance with the terms set out in our Financial Controls Policy.

Claims must be made using the Group's expense claim form and supported by receipts or other appropriate evidence. Mileage claims must include the journey details.

7. Insurance and Health and Safety

The Group will take reasonable steps to ensure that authorised volunteering activities are covered by appropriate insurance and that relevant risks are assessed and managed.

In instances where a volunteer has suffered injury due to explicitly ignoring safety advice given by the OLGBT+ Group or through unreasonable behaviour, our insurance may not apply and we accept no liability.

Volunteers must follow the Group's Health and Safety Policy and any safety instructions relevant to their role. Accidents, incidents, hazards and safety concerns must be reported promptly.

Volunteers who use their own vehicle for volunteering must inform their motor insurer and ensure that they have appropriate insurance cover.

8. Behaviour and Conduct

Volunteers must follow our Code of Conduct and relevant policies when carrying out their role.

As representatives of our Group it is important to behave responsibly, treat others with respect and raise concerns promptly.

9. Equal Opportunities

The Group is committed to equality, diversity and inclusion in volunteering.

Volunteer roles will be managed fairly and transparently. Volunteers must follow the Equality and Diversity Policy and must not discriminate against or unfairly treat others.

10. Problems and Concerns

Volunteers should raise concerns about their role with their main Group contact or another trustee.

Concerns about the conduct of a volunteer will be considered promptly and fairly under the relevant Group policy. The volunteer will normally be given an opportunity to respond and improve their conduct where appropriate.

The trustees may change, suspend or end a volunteer role. Any separate action affecting a person's membership must follow the constitution and Membership Procedures.

11. Confidentiality

Volunteers are expected to comply with our Confidentiality Policy. Where a volunteer is privy to confidential information through their work with the OLGBT+ Group, the need for confidentiality will be highlighted. When the volunteer role includes involvement with recording personal information, they will be required to adhere to our policy on Information Governance.

12. Communication

Volunteers will be provided with a main point of contact for their volunteer role. It is this contact that a volunteer should keep informed of their activities and contact for advice and support. Volunteers can find relevant policies and procedures on our website. Volunteers may be asked to complete feedback questionnaires to help the Group monitor and evaluate volunteer activities.

13. Employment Status

Volunteer roles are unpaid and do not create a contract of employment.

Any agreement about a volunteer role is intended to set out mutual expectations and is not legally binding.

14. Responsibilities and Review

The trustees are responsible for deciding when defined volunteer roles are needed and for ensuring that they are supported and managed appropriately.

This policy will be reviewed at least every three years, or sooner if the Group's use of volunteers changes significantly.

15. Related Documents

Volunteers should be familiar with the content of all our policies which can be viewed on our website here olgbtstoke.org.uk/policies-and-procedures

Volunteer Agreement

This agreement summarises what volunteers can expect from the Group and what the Group expects from volunteers. It is based on goodwill and is not intended to create a contract of employment or any other legally binding contract.

Volunteers can expect the OLGBT+ Group:

- To provide you with a main point of contact so you know who to get in touch with for support, with queries, comments etc.
- To provide you with induction information, including how the organisation works.
- To provide a clear role profile explaining what you will be doing and why.
- To provide you with appropriate resources and support for your activities.
- To reimburse out of pocket expenses in line with our Financial Controls Policy.
- To take reasonable steps to provide appropriate insurance for authorised volunteering activities.
- To apply our equal opportunities policy so that volunteering is open to all.
- To keep you informed of possible changes to volunteering activities.
- To update you on how your activities are making a difference.

As an OLGBT+ Group volunteer we expect you to:

- Be reliable and responsible.
- Fulfil the commitments detailed in the volunteer role profile.

- Turn up at agreed times and provide reasonable notice of any changes in your availability so that alternative arrangements can be made.
- Develop and maintain good relationships with other volunteers and members.
- Adhere to all OLGBT+ Group policies, decisions and procedures, as detailed on our website.
- Keep in touch and inform your main point of contact of the activities you undertake.
- Be mindful of your role as an ambassador of the OLGBT+ Group in your local community.

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

Volunteering is a great way to get involved, gain experience and meet new people!
We hope that volunteers will enjoy volunteering with us.

---------- End of policy ----------

Version History

22/09/2020	Date of approval
17/08/2021	Reviewed and readopted by OLGBT+ Board without amendment
05/08/2026	Policy updated with greater emphasis on our peer support ethos. Updates to align with style and content of other policies.