



Volunteer Policy

Issue Date:	3 rd September 2025
Version:	6
Status:	Final
Review Period	3 Years
Author:	Human Resources
Applies to:	Staff / Volunteers / External Candidates

Pentreath Ltd is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

If you require this document in other formats or languages, please contact the author.

EQUALITY IMPACT ASSESSMENT			
Who does the policy affect?	Staff / Public		
		Yes	No
1. Will the proposal have any impact on discrimination, equality of opportunity or relations between groups?			X
2. Is the proposal controversial in any way (including media, academic, voluntary or sector specific interest) about the proposed work?			X
3. Will there be a positive benefit to the users or workforce as a result of the proposed work?	X		
4. Will the users or workforce be disadvantaged as a result of the proposed work?			X
5. Is there doubt about answers to any of the above questions (e.g. there is not enough information to draw a conclusion)?			X

If an equality assessment is not required briefly explain why:

DOCUMENT CHANGE HISTORY		
Version	Date	Comments (viewed / reviewed / amended etc)
6	03/09/2025	Moved to new policy template and clarification made. No fundamental changes.

Ratification Body	SLT
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1. INTRODUCTION

Volunteers give their time to work as unpaid members of staff and commit to the requirements of the voluntary placement for a given period, ensuring all parties involved achieve maximum benefit from the placement.

2. PURPOSE AND RATIONALE

The purpose of this policy is to clarify the role of Volunteers within Pentreath and to provide a Companywide policy on what is expected from volunteers and what volunteers can expect from Pentreath. Volunteering is mutually beneficial for the individual, Pentreath, and Pentreath's clients.

3. POLICY STATEMENT

- 3.1** Pentreath is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. The Company is committed to actively opposing all forms of discrimination.
- 3.2** By volunteering at Pentreath, individuals gain invaluable work experience, receive quality training, develop new skills, and are a valued member of a team.
- 3.3** All work carried out as part a volunteer role at Pentreath will remain the property of Pentreath
- 3.4** Volunteers are expected to abide by all Pentreath Policies and Procedures relevant to their role
- 3.5** The placement will finish at the end date stated in the Volunteer Agreement
- 3.6** Pentreath reserves the right to terminate a Volunteer Agreement at any time

4. DEFINITIONS

- 4.1** A **volunteer** is a member of staff who is not employed by Pentreath

5. DUTIES AND RESPONSIBILITIES

- 5.1** Senior Leadership Team authorise volunteer placements
- 5.2** HR and Line Manager sign off volunteer agreements
- 5.3** HR team is responsible for overseeing the recruitment process for volunteers in line with the Safer Employment Policy
- 5.4** Line Managers to ensure effective workplace support and supervision for volunteers
- 5.5** Volunteers will comply with Company policies and procedures

6. POLICY DETAILS

6.1 Induction day

Volunteers are required to attend induction day at one of Pentreath's offices (located in Summercourt and Threemilestone, Truro). The day will start with a Volunteer Staff Handbook walkthrough and completion of essential start paperwork:

- Read the Information Security Policy and complete the Confidentiality Agreement
- Read the GDPR Privacy Notice booklet and complete the Privacy Notice Agreement
- Complete the Personal Detail and Bank Details form
- Complete the Next of Kin Details form
- Read and complete the Criminal Record Declaration
- Read and complete the Declaration of Interest

All new volunteers will read and sign a Volunteer Agreement to begin their placement.

Volunteers will also partake in a short Health and Safety training session, have an expense briefing and meet a Pentreath Staff Representative on their first day.

6.2 Policies

HR will email volunteers a zip file of policies to read during their agreed volunteering hours. This a priority. Volunteers must sign and return a Policy Agreement form to HR, to state that they have received, understood and will comply with Pentreath policies. Failure to comply with policy could result in the voluntary placement being withdrawn.

6.3 Training and Development

- All volunteers complete mandatory training as detailed in the job description
- Volunteers will be introduced to team members and undertake shadowing, where appropriate, which is arranged by the Line Manager
- Volunteers will be encouraged to attend staff meetings and staff training days when appropriate
- Occasionally Pentreath may require volunteers to attend training that is not a usual working day
- Volunteers will complete a short induction feedback form after one month and a short exit feedback form at the end of placement.

6.4 Supervision

The line manager will hold regular supervision with the volunteer; this is protected time to provide volunteers with support through their workload and professional development, provides a setting for a two-way exchange of information and ensures the volunteers health and wellbeing is being considered.

6.5 Travel

Volunteers can claim expenses for travel for work purposes from their home address.

6.6 Working hours

Any changes to working hours must be agreed by the line manager who will notify HR.

6.7 Health & Safety

Pentreath accepts responsibility for the Health and Safety of volunteers carrying out prescribed activities. If a volunteer is involved in an accident or untoward incident, the volunteer must contact their line manager and the appropriate policy / procedure followed.

6.8 Confidentiality

All information gained concerning clients, volunteers, employees and Pentreath must be treated as confidential and not discussed with any person, other than those authorised by Pentreath; failure to maintain this confidentiality will lead to the termination of this agreement.

6.9 Personnel Records & Starter Procedures

Electronic personnel records are held by HR. These records are held in a secure environment, only accessible to HR, Deputy Chief Executives and the Chief Executive. For further information please refer to the Safer Employment Policy.

7. MONITORING COMPLIANCE AND EFFECTIVENESS

- HR to oversee any actions required and monitor any changes implemented
- Line Manager to feedback on volunteer placement to HR
- Policy to reviewed as required

8. TRAINING AND COMPETENCY REQUIREMENTS

- HR Manager to have up to date training on Employment Law and Safer Employment
- Effective supervision to be provided by Line Manager
- Equality, Diversity and Inclusivity; meetings and training to feed in to the recruitment process

9. ASSOCIATED DOCUMENTS

DBS Policy

Safer Employment Policy

10. APPENDICES

None