



Description

Hampshire and the Isle of Wight Fire and Rescue Service (referred to throughout this document as HIWFRS) recognises the immense benefits volunteers bring to the organisation and the success of the Volunteer Programme relies on having volunteers with the right skills, attitudes, abilities and behaviours who add value to the Service. HIWFRS will work with and integrate volunteers into their organisation, drawing on the skills and knowledge that volunteers can provide to enhance its ability to:

- Establish closer links with the community
- Deliver services to hard-to-reach vulnerable people
- Assist communities to prepare for emergencies

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Introduction

Hampshire and the Isle of Wight Fire and Rescue Service (HIWFRS) has an established volunteering programme which helps our community safety messages reach people across Hampshire and the Isle of Wight and provides an invaluable resource, whether volunteers are working with young people or helping to deliver information and services to where they are needed most.

HIWFRS recognises the immense benefits volunteers bring to the organisation and that the success of the Volunteer Programme relies on having volunteers with the right skills, attitudes, abilities and behaviours to enhance the Service we provide to our community. A Volunteer is a person who gives freely of their time, energy, skills and experience without expectation of financial reward. Volunteering can take many forms; some tasks require specific skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

Diversity is important to HIWFRS and it welcomes and encourages applications from ALL sections of the community it serves. Volunteer roles are open to everyone over the age of 18, including current employed staff who fulfil the requirements. There is no upper age limit for a volunteer. In accordance with the Equality Act (2010), this document has been Equality Risk Assessed to ensure all Protected Characteristics are considered and is available on request. Should a volunteer perceive that an adverse impact does exist, it is their responsibility to bring it to the attention of the Inclusion and Diversity Team. This document also complies with other relevant legislation.

HIWFRS **will** work with and integrate volunteers into our teams, drawing on the skills and knowledge that volunteers provide to enhance our ability to:

- Establish closer links with the community
- Deliver services to hard-to-reach vulnerable people
- Assist communities to prepare for emergencies
- Engage with young people
- Provide a better service to our communities

HIWFRS **will** provide volunteers with:

- A supportive and positive environment that ensures they enjoy volunteering for the organisation
- Appropriate induction and training to meet the responsibilities of their role, including ensuring health and safety standards are maintained
- Relevant and up to date information and advice
- A safe working environment
- Recognition and thanks for their time and support
- Reimbursement of any reasonable out of pocket expenses incurred while volunteering, provided they are evidenced with receipts
- Provision of appropriate uniform and PPE for use whilst volunteering
- Provision of adequate insurance cover whilst undertaking activities that are approved and authorised by HIWFRS.

HIWFRS **believe** in:

- Showing respect
 - ✓ Fairness, honesty and integrity in everything we say and do
- Supporting others
 - ✓ Listening and acting with compassion and empathy
- Everyone playing their part
 - ✓ Recognising the contribution we all make
- Reaching further
 - ✓ Inspiring and challenging ourselves and others.

HIWFRS will not condone or tolerate any form of discrimination towards or from Volunteers.

Who Is This Procedure For?

This procedure is for HIWFRS staff and Volunteers and aims to outline the principles and practice by which we involve volunteers. The Volunteer Handbook <https://hantsfire.pagetiger.com/cnkepsj/1> provides further details about the support offered. All employees and volunteers are required to adhere to this procedure.

Responsibilities

The Volunteer Programme Manager (VPM) is responsible for delivering and maintaining the Volunteer Programme. The VPM will develop, and review Procedure and Guidance documents relating to volunteers and provide advice and guidance to Managers in relation to working with and managing volunteers.

Volunteer Recruitment

The volunteering vision for the Service is that our volunteers are integral to its work. Our volunteers have an important role to play in supporting and complementing the work of the Service in making our communities safer. Only the VPM can authorise and initiate recruitment activity which will be determined by the needs of the Service.

Recruitment campaigns could include one or more of the following:

- Advertising on our website
- Advertising on social media channels
- Promoting opportunities via Volunteer Centres
- Advertising on volunteering websites eg. Do It
- Local connections eg. Past Members Association
- Articles in the local press and/or on radio
- Any other publications that are deemed suitable

The following selection methods will be used to select and appoint the best candidates:

- completion of the Volunteer Application Form
- informal interview
- pre-employment checks (including references and appropriate DBS check)

The following process applies for each selection method:

Selection Method	Process	Outcomes
Application form	Each applicant completes the Volunteer Application Form online	Receipt of application acknowledged via e-mail and advised will be contacted within 28 days.
Interview	Informal interviews will be carried out by the VPM or Fire Cadet Manager and one other member of HIWFRS staff	The VPM or Fire Cadet Manager will inform candidates of the outcome.
Reference and DBS checks, Right to Work and overseas Police checks (if relevant)	The candidate must be made aware at the beginning of their application of these checks and a start date must not be agreed until these requirements have been satisfied.	Successful candidates will be notified by the VPM or Fire Cadet Manager.

Once all aspects have been successfully completed, the relevant Department Manager will be informed.

Recruiting ex-offenders as volunteers must be considered following the Criminal Records (DBS) Procedure.

Managers' Considerations for Volunteer Recruitment

Managers should consider using volunteers to support and assist with their Department, Station and Group activities; no role or activity is to be discounted except for Managerial, Grey Book Operational and Control Room roles. However, Managers should consider the nature of the role/activity because volunteers give their time voluntarily and consequently, can withdraw their offer of support at short notice. Roles should be interesting and rewarding for both the Volunteer and HIWFRS and should support, complement and supplement the work of paid staff. Volunteers must not be used to replace paid staff.

Volunteer Roles

When creating a new voluntary role, Managers should provide the VPM with a Volunteer Role Description Form (FM-1-1-11-7), which will provide potential volunteers with a clear understanding of the expectations of that role.

Managers are to forward any enquiries they receive locally from potential volunteers to the VPM.

Requesting a Volunteer

When Departments or Stations are invited to attend an event on behalf of the Service, they should first contact the Events Team Email:

HIWFRS.Events@HantsFire.gov.uk as soon as possible for a decision on whether the Service will attend and subsequently if volunteers are required.

Departments or Stations wishing to utilise the volunteers' team to assist with local workstreams or projects should complete the Volunteers Request Form <https://forms.office.com/e/VEYgU45QtB>.

Management of the volunteer/s whilst on Service premises falls to the individual nominated as the "Contact Person". They should check the name/s and volunteer's ID on arrival to ensure they match with the volunteer name/s provided by the VPM.

DBS (Disclosure and Barring Service)

HIWFRS will require all volunteers to undertake a Disclosure and Barring Service (DBS) criminal record check. The VPM will determine the level of DBS check to be undertaken and will initiate the process. The volunteer will not be able to undertake any unsupervised volunteering for HIWFRS until the check has been processed and the result received. Following a positive disclosure, the CYP Manager and the VPM will discuss the declaration and utilising the NFCC Risk Assessment Tool, agree potential control measures to be put in place if it is decided to appoint the applicant.

The VPM is responsible for completing renewals/rechecks on existing volunteers every 3 years.

Induction (Volunteer Handbook)

Upon receipt of satisfactory references, volunteers will be required to attend an Induction session conducted by the VPM prior to commencing their role, where they will receive a Volunteer Handbook <https://hantsfire.pagetiger.com/cnkepsj/1> which incorporates information regarding HIWFRS, its policies and procedures, volunteer conduct and paperwork/processes specific to volunteers. Following Induction, each

volunteer will be required to complete a Volunteer Agreement Form (FM-1-1-11-3).

Whilst no formal contract exists between HIWFRS and the individual, volunteers will be expected to demonstrate behaviour in line with HIWFRS values and behaviours and adhere to the Policies and Procedures stated within the Volunteer Agreement whilst volunteering. Volunteers are representatives of HIWFRS and conduct of the highest standard is expected at all times to ensure staff and public confidence is maintained.

Once the Service induction has been completed by the VPM, it is the responsibility of the local Department Manager to ensure that any relevant role related training is completed.

Confidentiality and Data Protection

Voluntary work with HIWFRS is completely confidential and Volunteers must agree not to divulge or use information concerning HIWFRS, its employees or its clients unless authorised to do so. All volunteers complete the Service's GDPR and Cyber Security training modules on Moodle.

The VPM will ensure that the Confidentiality Statement within the Volunteer Agreement Form is signed by the volunteer. If the volunteer does divulge confidential information, their volunteering Agreement with HIWFRS will be terminated.

Volunteers' personal data will be managed by the VPM in compliance with Service policy. Any personal information relating to a volunteer should be sent to the VPM for secure and confidential storage on their personnel file on the Volunteer Management System (Better Impact), in line with the Volunteer DPIA.

Trial Period

On completion of training, Volunteers will be required to complete a trial period of at least three months.

Identification

The VPM will arrange for all Volunteers to be issued with personal identification cards. These cards will contain the name and a photograph of the individual and the word "Volunteer". These cards must be worn whenever they are representing HIWFRS.

Uniform and Resources

Volunteers will be required to wear corporate branded clothing and ID identifying them as a HIWFRS volunteer at all times whilst providing their volunteer function for the Service. As representatives of HIWFRS, volunteers are expected to dress in clothing appropriate to the role they are performing with due consideration to the diversity of the volunteers, for example, gender, cultural, religious or medical factors.

The VPM will arrange for all volunteers to be issued with uniform appropriate for their role, following completion of the trial period.

Department Managers may issue other items of uniform from their own budget as deemed necessary for the role being undertaken.

Any articles of clothing and/or equipment issued to a volunteer will remain the property of HIWFRS and must be returned by the volunteer when leaving the Service.

Volunteers may be issued Service email accounts dependent on the needs of their role, this will be assessed on an individual basis by the VPM.

Volunteers are permitted to drive Service cars/vans if required by their role, provided they are in possession of a valid driving licence and where necessary, on completion of a familiarisation course with Driver Training.

Training and Development

All HIWFRS Volunteers will receive suitable and adequate training to enable them to undertake their role. A record of all completed training will be recorded on the Volunteer Management System. The Service reserves the right to terminate the Volunteer Agreement should a volunteer fail to complete essential training in line with the following timescales.

Volunteers (other than Fire Cadet Instructors) Training Framework

Essential training	Desirable training
Volunteer Induction and Professional Boundaries to be completed prior to start	Mental Health Awareness
Volunteers undertaking Safe and Well Visits need to complete a Safeguarding Level 2 with a designated Safeguarding Lead (or on Moodle if this cannot be arranged within a reasonable timeframe). To be completed prior to start and then annually	First Aid at work
Volunteers undertaking the Events, Wildfire, L&D roles, Logistics and USAR roles will need to complete the Level 1 Essential Awareness Safeguarding module on Moodle. To be completed annually	Minibus familiarisation training with Driver Training if volunteer has D1 on their driving licence already and there is a need for more drivers
Fire Safety/Prevention training by volunteers undertaking S&W, Events and Wildfire roles delivered by the VPM prior to start and refreshed annually	Fire Appliance familiarisation with driver training if the volunteer is already an HGV licence holder and there is a need to be able to move appliances for their role
S&W visit training and on-going support to be delivered by a Prevention Team Leader	Other ongoing training deemed appropriate by the Volunteer Programme Manager
GDPR – Moodle. To be completed prior to start and then every two years by volunteers undertaking S&W, Events, Wildfire, Logistics and CYP roles	Electric Vehicle – Moodle. Compulsory for volunteers driving a Service electric vehicle.
Information Security Awareness – Moodle. To be completed before commencing the S&W, Events, Wildfire, Logistics & CYP volunteer roles	
Manual Handling – Moodle. To be completed prior to start and then every three years	

Fire Cadet Instructor Volunteer Training Framework

All HIWFRS Fire Cadet Volunteers will receive suitable and adequate training to work safely and effectively with young people at Fire Cadets. All training completed by instructors must be recorded on the Volunteer Management System.

Essential training	Desirable training
Volunteer Induction prior to start	Mental Health Awareness
Safeguarding Level 2 with a designated Safeguarding Lead – to be completed prior to start and then annually. This will include Prevent training	Minibus familiarisation training with Driver Training if volunteer has D1 on their driving licence already
Fire Cadet Induction	Cadet BTEC qualification induction – for instructors nominated to complete this role
Professional Boundaries (Cadet specific training to be completed by the Fire Cadet Manager.)	First Aid at work – not compulsory for every instructor, but there must be enough instructors First Aid or IEC trained instructors per unit to ensure there is a minimum of one first aid trained instructor in attendance at every session
GDPR – Moodle. To be completed prior to start and then every two years	Electric Vehicle – Moodle. Compulsory for instructors who wish to drive a Service electric vehicle.
Information Security Awareness – Moodle. To be completed prior to start	Fire Appliance familiarisation with driver training if the volunteer is already an HGV licence holder and there is a need on a specific unit for an additional instructor to be able to drive the appliance
Manual Handling – Moodle. To be completed prior to start and then every three years	Other ongoing training deemed appropriate by the Children's & Young People (CYP) Team
Initial Drill Yard Supervision 2 days* - must be completed before instructor can participate in/lead drills	

One day Drill Yard Supervision Refresher every 24 months with work-based observations taking place during the 24-month period	
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*Drill yard supervision must be completed before any instructor can participate in drills or if more than 24 months has elapsed since last training date.

Any additional role specific training needs must be provided and delivered by the requesting Manager. The VPM can assist with the planning and organisation of this training.

Reimbursement of Expenses

Volunteers are entitled to claim out of pocket expenses on a monthly basis for travel and other costs incurred whilst undertaking tasks on behalf of HIWFRS on production of receipts and completing an Expenses Claim Form, which will be costed to the relevant department. Claims will not be processed if any documentation, training and recording of activity on the Volunteer Management System is not up to date.

Insurance

Volunteers are covered by HIWFRS Public and Employers Liability Insurance Policy whilst they are on HIWFRS's property or engaged in tasks on behalf of HIWFRS. The VPM will ensure that the volunteer is made aware at their Induction, that HIWFRS's insurance will only cover them if they adhere to their role and responsibilities in accordance with HIWFRS policies and procedures.

Volunteers must indemnify the use of their vehicle for business purposes with their own Insurer. It is the responsibility of the volunteer to ensure this is completed.

Volunteers are permitted to drive Service cars/vans if required by their role, provided they are in possession of a valid driving licence and where necessary, on completion of a familiarisation course with Driver Training for specialist vehicles eg. Minibus, Academy Training Vehicles, towing trailers, etc. Managers are requested to ensure Volunteers are familiarised with vehicles and any local arrangements prior to driving them.

The VPM will ensure Volunteers Driving Licences are checked on appointment through the Service's online system and will make Managers aware of any restrictions.

At their Induction, volunteers will be requested to familiarise themselves with the Service's Drivers Handbook. Managers can book pool vehicles for volunteers in the usual way via the booking system on the portal. Local arrangements can be made for use of Fire Station vehicles eg. the Station van.

Volunteer Management

Post induction, ongoing management of volunteers will be the responsibility of the Department Manager which has requested the volunteer. Guidance is available here [Working with and Managing Volunteers \(sharepoint.com\)](#).

On appointment, this Manager should go through the Department/Station/Group Plan and explain how it aligns to the Corporate Objectives and encourage volunteers and Station personnel to engage with each other. The Manager should ensure Department/Station staff are fully briefed regarding the Volunteer i.e.

- What role the volunteer is undertaking
- When the volunteer will be volunteering
- Access/Refreshment/Storage arrangements

HIWFRS has a duty of care for all volunteers, therefore Managers should meet volunteers, at a minimum of 6 monthly intervals. This discussion should review their performance, workload and current responsibilities to ensure HIWFRS values, policies and procedures are maintained by the volunteer and record this on the Monitoring Review Form:

<https://forms.office.com/r/KkEhaM6Udq>.

Regular management discussions with volunteers, will assist HIWFRS with developing their capabilities to achieve their full potential and for the VPM to make improvements to the Programme as required. Completion of the form will be monitored by the VPM on an ongoing basis.

Additionally, it is expected that managers should keep volunteers updated on any local activities, changes or events in line with employees.

Health and Safety

Managers with responsibility for any volunteers should reinforce the HIWFRS Health, Safety and Welfare Policy along with any specific health and safety issues relating to the role they are expecting the volunteer to undertake.

In addition, Managers must ensure that Volunteers complete a Physical Activity Readiness Questionnaire (PAR Q) and a Personal Medical Emergency Plan (PMEP) (available on the Volunteers SharePoint page) and if necessary, an individual risk assessment must be completed prior to them partaking in any physical activities.

The table below details when PAR Qs and PMEPs should be undertaken.

<u>Role</u>	<u>Activity</u>	<u>Risk Rating</u>	<u>Frequency</u>
Fire Cadet Instructor	Drill Yard	M	Annually
Live Casualty Actors/Role Players	Acting as casualties at Training Exercises and Training scenarios at SHQ	M	Prior to each exercise/scenario
Community Volunteer	Attending events and/or undertaking S&W visits	L	Annually
L&D Volunteer	Cleaning the L&D Fleet	L	Annually
Wildfire Patrols	Patrolling in the New Forest alongside Forestry England	M	Annually
CYP	Assisting/supporting the delivery of the programme	L	Annually
Historian/Archivists	Archiving fire service memorabilia	L	Not required
Moulage Technicians	Applying make-up for training scenarios	L	Not required
Naval Liaison	Arranging firefighting training on ships	L	Not required
Standard Bearer	Attending events and funerals	L	Not required
Administrator	Assisting with office work	L	Not required

Managers should also ensure that all local risk assessments are reviewed to ensure they are suitable and sufficient in all areas where volunteers are being utilised.

Accidents should be reported as detailed in the Safety Event Reporting/Investigation Procedure Pro/08/14.

Communications

Regular communication with Volunteers is essential for retention and integration. It is therefore, expected that Managers should keep volunteers updated on any local activities, changes or events in line with employees. The VPM will be responsible for recording the experiences of volunteers and actively promote and raise awareness of the work of the Volunteers via HIWFRS website and internal media.

Recognition

It is important to recognise and thank volunteers for their contribution. Certificates of Appreciation and/or badges to recognise length of service will be presented as and when appropriate at Volunteers 'Thank You' events.

Managers/staff working alongside volunteers are encouraged to nominate volunteers who have made an outstanding contribution eg. Peer to Peer recognition scheme, Chief's Commendation, etc.

Ongoing Growth and Development

HIWFRS will seek to establish links and work closely with voluntary sector organisations and other public bodies who use volunteers to support and assist with our volunteer programme.

HIWFRS will also look to build on existing partnerships to achieve joint objectives by sharing resources, policies and/or procedures. Where necessary, these relationships will be conducted under a Memorandum of Understanding.

The VPM will be responsible for meeting with Department Heads and attending specific internal meetings and groups to promote volunteering, its benefits, explain the recruitment process and the support that is provided.

Monitoring, Evaluation and Quality Assurance

The VPM will be responsible for evidencing the added value that Volunteers bring to HIWFRS. Hours given by the volunteer over the month and details of the tasks undertaken will be recorded on the Volunteer Management System.

All tasks/roles undertaken by volunteers are to be monitored and quality assured on a six-monthly basis by the Manager from the Department/Group/Station which has requested the volunteer.

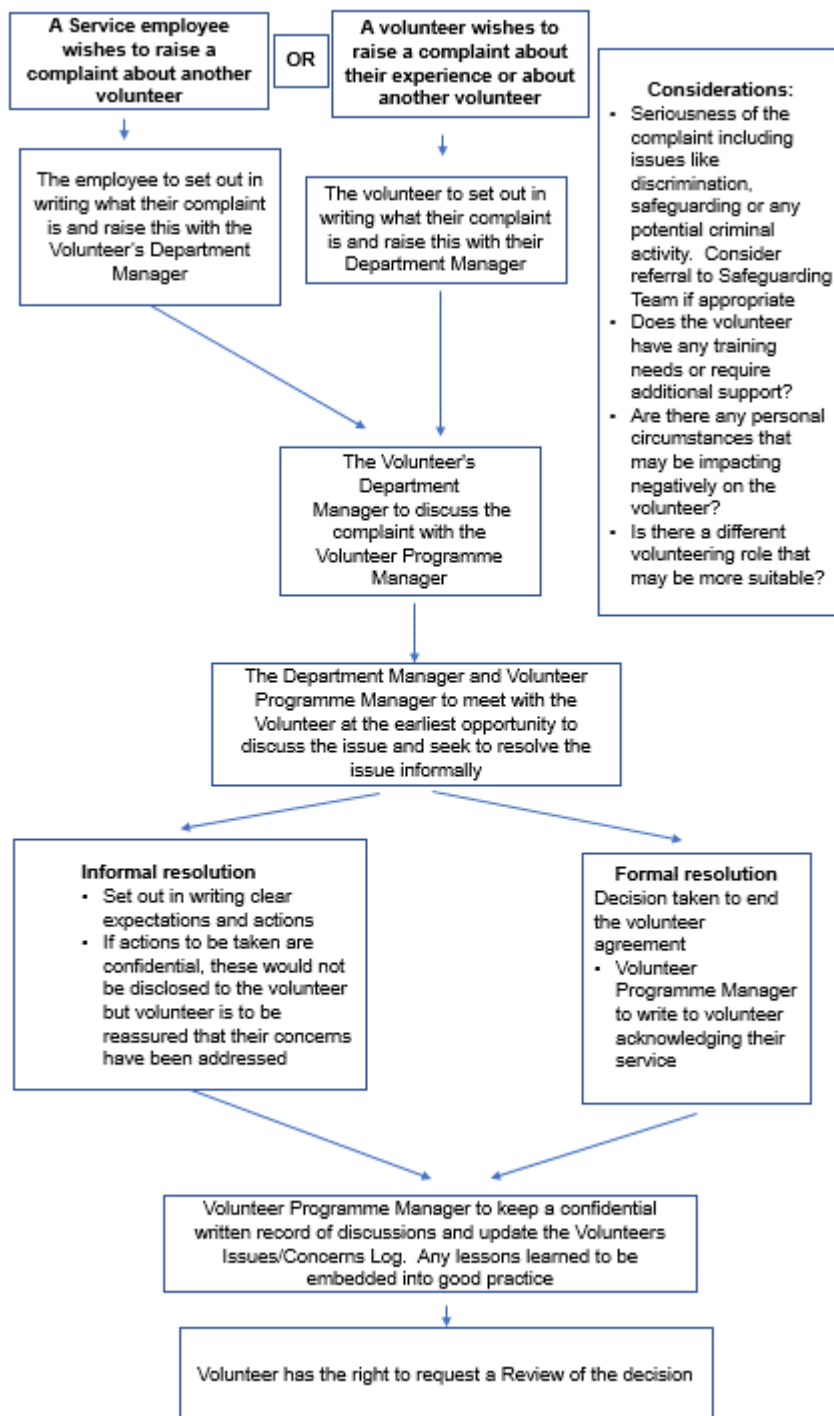
Issues Resolution

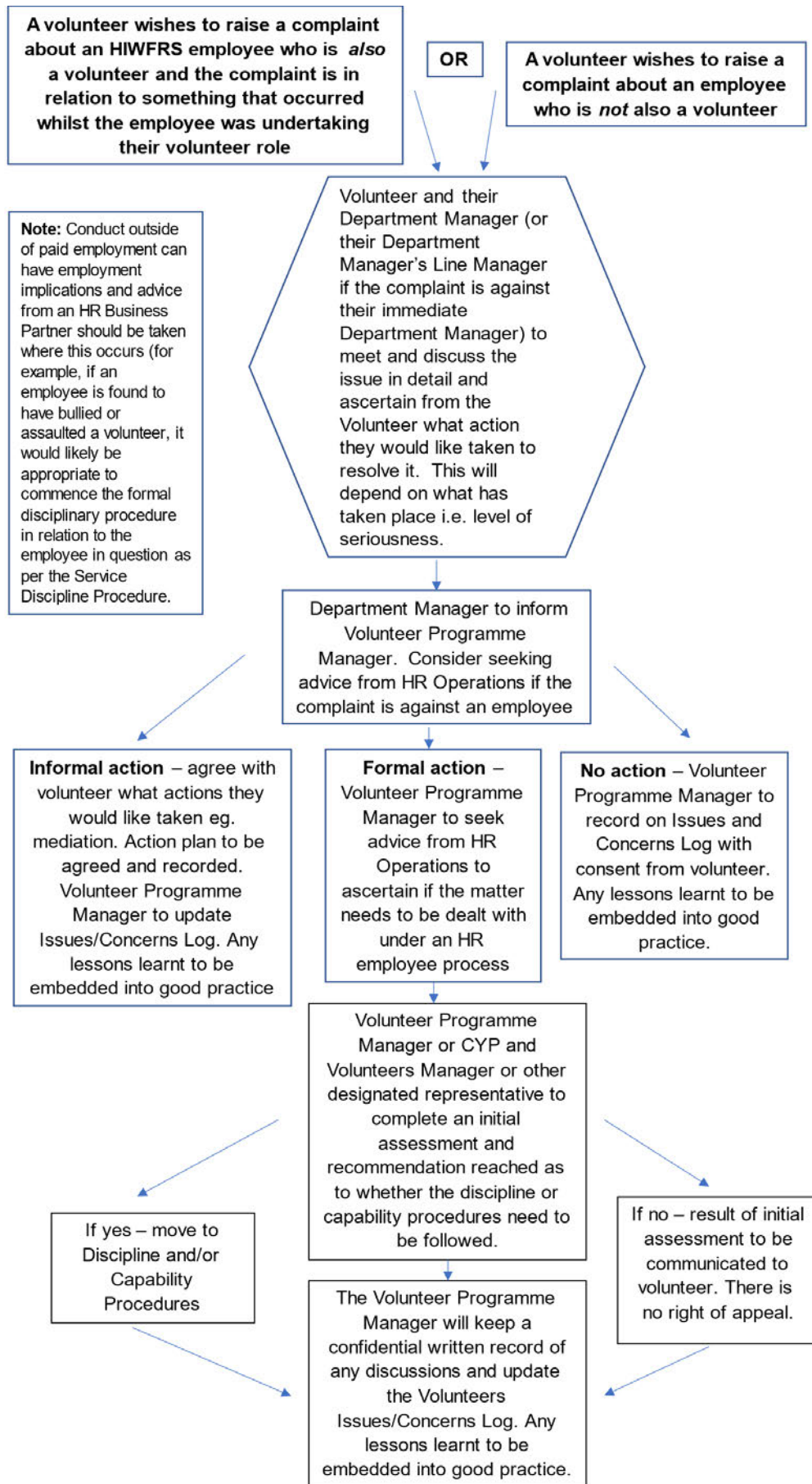
Whilst the involvement of volunteers within HIWFRS is usually a positive experience for everyone involved, occasionally issues may arise that lead to concern.

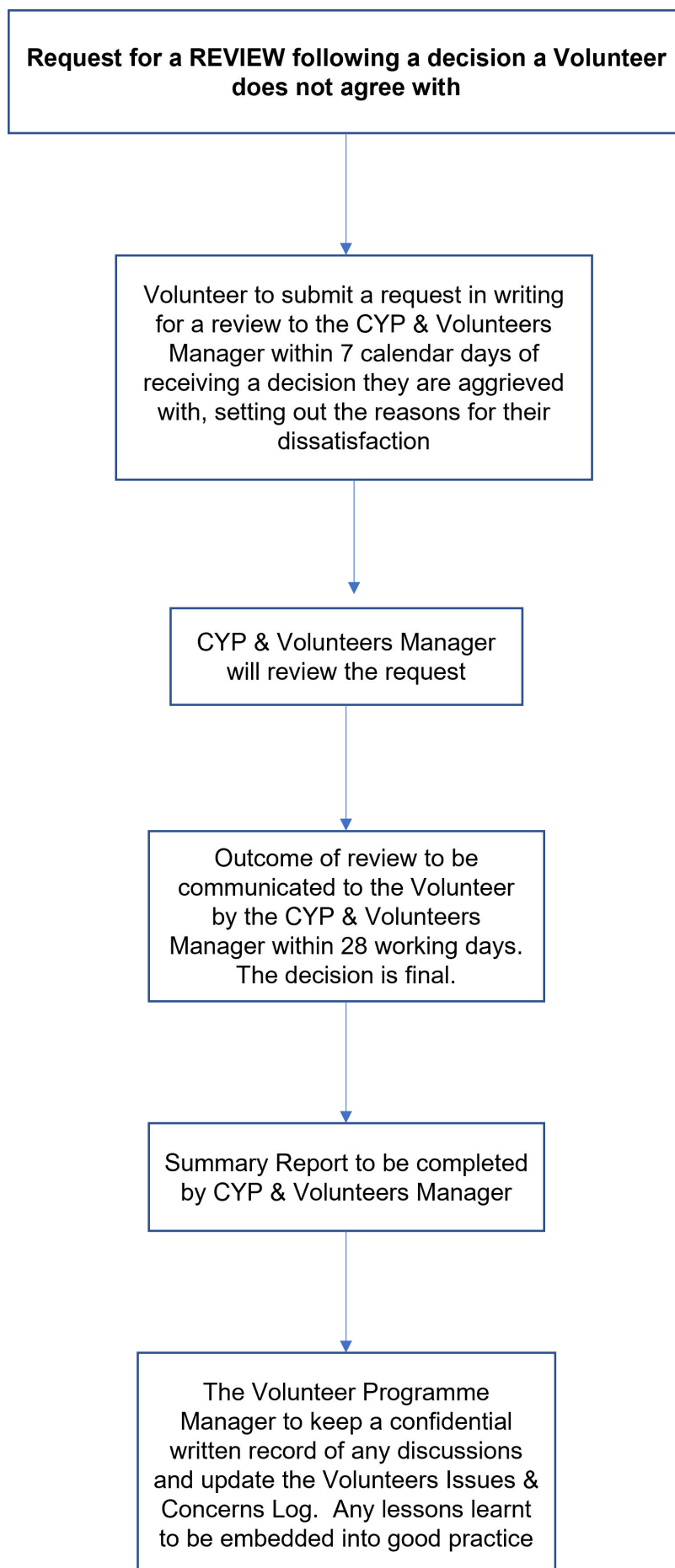
Any complaints from members of the public who apply to be volunteers but are not successful, will be registered with the Information Governance Team as per the organisation's recording of complaints. The complaint will be investigated as per the organisation's Comments and Complaints procedure (Pro/12/10). In most instances the complaint will be investigated by either the VPM or CYP & Volunteers Manager, but if required due to the seriousness of the complaint, the organisation may decide to appoint an investigating officer from the wider service.

HIWFRS is committed to supporting and valuing the contribution of volunteers throughout their involvement with the organisation. Volunteers receive no protection under employment law and therefore, it is important that our volunteers have a process by which complaints may be raised and that they are treated fairly and not discriminated against. HIWFRS believes it is important that problems or complaints are dealt with quickly, fairly, transparently, confidentially and with consistency. The following Flow Charts outline the processes to follow when a volunteer raises a concern.

There is a zero-tolerance approach to any issues related to Theft, Fraud, Bribery and Corruption (Pol/12/03) and Substance Misuse (Pro/01/12).







Exit Procedure

Volunteers are free to leave at any time without providing a reason, and similarly, HIWFRS may request a volunteer to leave at any time dependant on business needs. If volunteering does not fulfil the individual's needs, the Volunteer should be signposted to other volunteering opportunities within the Service or other external Volunteer services. Volunteers who wish to leave will be provided with an opportunity to give feedback on their time as a volunteer. Managers to complete Leaving Questionnaire <https://forms.office.com/e/kw5iema4RK>. This information will be used to improve the Volunteers Programme.

Volunteers will be issued with a Certificate to mark their time with the Service and Managers should write 'thank you' letters to volunteers leaving us, provided they have not been asked to leave on grounds of misconduct, particularly those who have shown commitment and reliable service over a period of time.

It is the responsibility of the VPM/Fire Cadet Manager or designated person to ensure the exit process is completed in full.

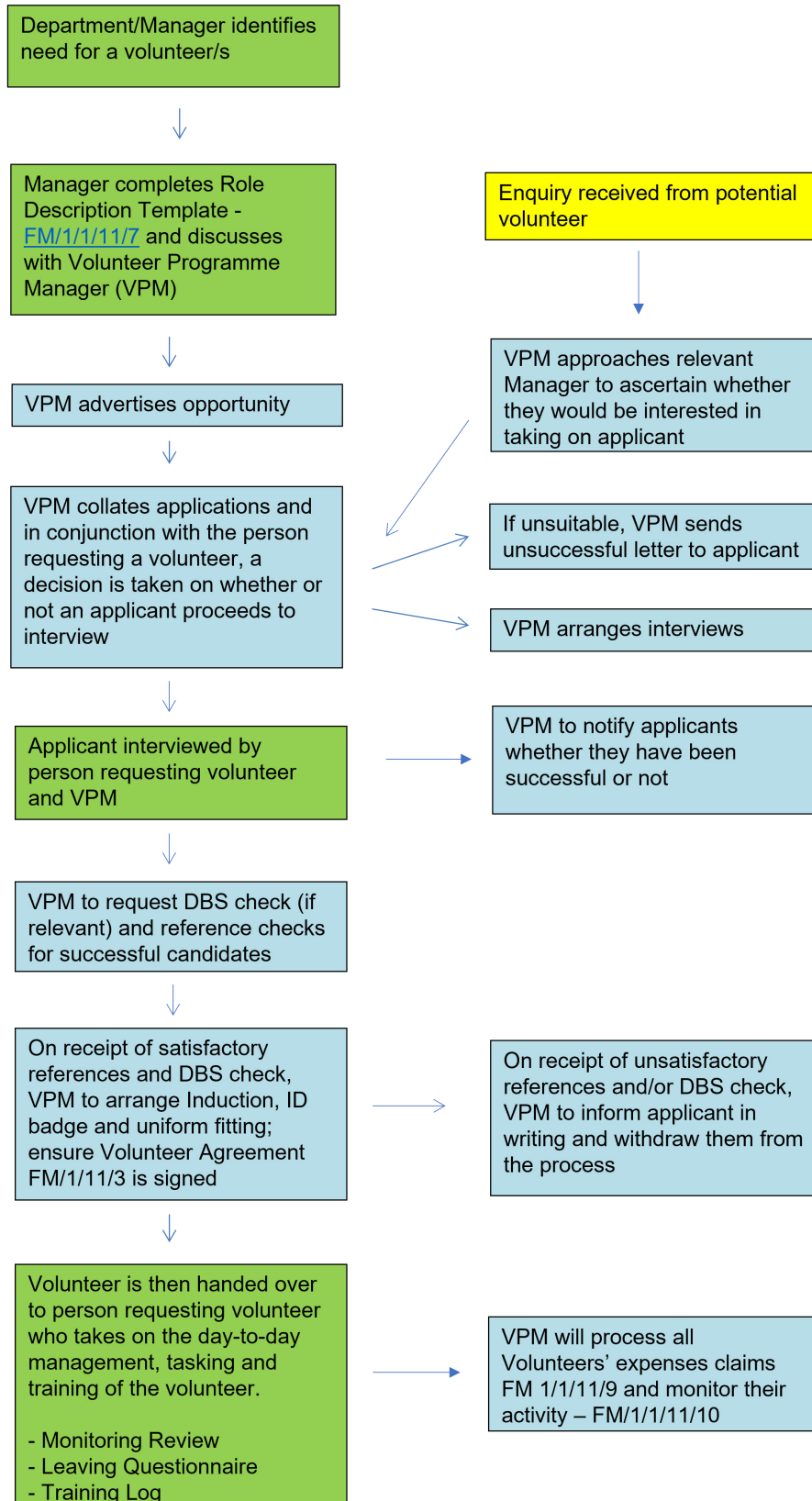
Further Information

For further resources regarding working with volunteers see:

www.volunteering.org.uk/
<https://www.gov.uk/volunteering>

Appendix 1


Engagement, Training and Management of Volunteers




Updates

Section	What's been updated and why	Date updated	Who updated
Engagement Policy	Paragraph rewritten	4/11/19	[REDACTED]
HFRS Managers Considerations	Title amended, paragraph reworded	4/11/19	
Volunteer Co-ordinator	Title amended, paragraph reworded	4/11/19	
Procedures	Section deleted	4/11/19	
Engagement of Volunteers	Title amended, whole section reworded	4/11/19	
Induction (Volunteers Handbook)	First paragraph wording updated	4/11/19	
HFRS Identification	Wording amended	4/11/19	
Uniform	Section updated	4/11/19	
Expenses	Wording updated	4/11/19	
Insurance	Whole section reworded	4/11/19	
Training and Development	Title amended, whole section reworded	4/11/19	
Management	Whole section reworded	4/11/19	
Supervision	Whole section reworded	4/11/19	
Monitoring, Evaluation and Quality Assurance	Whole section reworded	4/11/19	

Confidentiality and Data Protection	Second paragraph wording amended	4/11/19
Communications	Whole section reworded	4/11/19
Recognition	First paragraph wording amended	4/11/19
Growth and Development	Second paragraph wording amended. Additional sentence added.	4/11/19
Health and Safety	Whole section reworded	4/11/19
Problem Solving Procedure	Third sentence deleted.	4/11/19
Resignation Procedure	Whole section reworded	4/11/19
Further Information	Links updated	4/11/19
Entire document	All reference to HFRS/the Organisation removed and replaced with "HIWFRS"	18/5/20
Entire document	Re-ordered to flow better	13/1/21
Recruitment	Section added to reflect process	13/1/21
Trial Period	Section added – best practice	13/1/21
Induction	Wording amended	13/1/21
Exit Procedure	Previously 'Resignation Procedure'. Section renamed	13/1/21
Reimbursement of Expenses	Previously 'Expenses' - Renamed	13/1/21
DBS	Section added	13/1/21

Requesting a Volunteer	Section added	16/3/21		
Problem Solving	Additional wording added	16/3/21		
Welcome	Title and wording amended	16/3/21		
Responsibilities	Title amended from Volunteer Coordinator	16/3/21		
Managers Considerations for Volunteer recruitment	Title and wording amended	16/3/21		
Who is this Procedure For	New Section added	16/3/21		
Appendix A	Updated	16/3/21		
Appendix B	Removed – link inserted	16/3/21		
Document Rebranded HIWFRS	New logo added	16/3/21		
Issues Arising	Process updated	5/10/23		
Health & Safety	PAR Q requirement added	19/12/22		
Procedure reviewed and updated	<ul style="list-style-type: none"> - Volunteer Coordinator changed to Volunteer Programme Manager - Links to MS Forms added 	20/6/23		
Issues	Updated – flow charts added	20/6/23		
Management	Link to Guidance added	20/6/23		
Health & Safety	Reporting procedure updated	20/6/23		
All	Signed off at OMB	01/09/2024		OMB

Training and Development	Training Framework added	6/7/23	
DBS	Section updated to reflect NFCC Guidance	22/12/23	
Training & Development	Training Framework updated	30/1/24	
Procedure	Reviewed and minor changes made to wording	10/7/24	
All	Confirmation received sign off at OMB on 26.07.2024	07.08.2024	OMB