

# Penicuik Community Arts Association (PCAA) VOLUNTEER POLICY & PROCEDURES



## SUMMARY

The following guidelines deal with practical aspects of the involvement of volunteers.

### **Recruitment**

Prospective volunteers will be invited to a meeting or interviewed informally to find out what they would like to do, their skills, suitability and how best they may contribute to the work of the PCAA while enriching their own lives.

### **Volunteer Agreements and Voluntary Work Outlines**

Most volunteers will offer one-off help and will specify the exact task they will be undertaking. IF APPROPRIATE, the PCAA will ensure that each volunteer has a Volunteer Agreement ([Volunteer Role Description and Agreement Template.docx](#)) establishing what the PCAA undertakes to provide for them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; PCAA has no intention of creating a contract with any volunteers.

### **Expenses**

All volunteers are entitled to reimbursement of their travel and other expenses.

### **Induction and training**

IF APPROPRIATE - all volunteers will receive an induction into the PCAA and their own area of work. Training will be provided as appropriate, which will normally be "on the job".

All volunteers will receive an [induction pack](#) to act as a reference during their work with the PCAA.

### **Support**

All volunteers will have a named person as their main point of contact. They will be offered meetings to give opportunities for feedback and to discuss future development and air any problems.

### **The Volunteer's Voice**

Volunteers are encouraged to express their views about matters concerning PCAA and its work. This can be done via their named contact, or by message to the Chair. They can request that their items of concern or interest are raised and discussed at committee meetings.

### **Insurance**

All volunteers are covered by PCAA insurance policy whilst they are on the premises or engaged in any work on PCAA's behalf.

### **Health and Safety**

Volunteers are covered by [PCAA's Health and Safety Policy](#)

### **Equal Opportunities**

PCAA operates an [equal opportunities policy](#) in respect of all its volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

### **Problem Solving**

We aim to identify and solve problems at the earliest possible stage. We encourage early communication of problems, and provide a [complaints/disciplinary procedure](#) for more serious situations.

### **Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as our committee members, including observing correct procedures for [data privacy](#) issues as described in the PCAA Data Privacy Policy.

PCAA Organisation Documents referred to:

[Volunteer Role Description and Agreement Template.docx](#)

[PCAA's Health and Safety Policy](#)

[Induction pack](#)

[Equal opportunities policy](#)

[PCAA grievance and disciplinary policies](#)

[Complaints/disciplinary procedure](#)

[Data privacy](#)

[Checklist-for-charity-trustees-protecting-charitable-status](#)

[Volunteer Role Description and Agreement Template.docx \(IN PROGRESS\)](#)

[Procedure to enable volunteers to claim out of pocket expenses](#)

[Volunteer application form](#)

["Clear and accessible system to enable volunteers to claim out of pocket expenses"](#)

## **Introduction**

Volunteering is the commitment of time and energy for the benefit of society and community (the environment of individuals outside one's immediate family). It is undertaken freely and by choice without concern for financial gain.

The PCAA is governed by the PCAA management committee, whose members are volunteers and are the PCAA's "trustees" as defined by OSCR (Ref "[checklist-for-](#)

charity-trustees-protecting-charitable-status”). The PCAA’s activities are run by volunteers, and the PCAA believes in the value of voluntary activity as an important expression of citizenship and an essential component of a community. The PCAA takes responsibility for ensuring that its volunteers are appropriately involved, valued for their contribution and respected.

*In adopting this volunteer policy the PCAA wishes to:*

- Formally acknowledge and support the role of volunteers in its work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in volunteers’ work.
- Encourage and enable the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by the PCAA’s volunteers in whatever capacity they offer their time and skills.

## **Volunteer Policy Statement**

### ***PCAA Equal Opportunities***

- As an engager of volunteers the PCAA is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment of volunteers, training, facilities, procedures and all terms and conditions.
- Volunteers will be expected to adhere to the **PCAA’s Equal Opportunities Policy, a copy of which can be found on the PCAA’s website (<https://www.penicuikarts.org/>)**.

### ***Recruitment & Selection***

- Recruitment of volunteers will be from any section of the community, and will be in line with the PCAA’s Equal Opportunities Policy. Appropriate targeting may be used.
- All prospective volunteers will be invited to a meeting or interviewed informally to find out what they would like to do, their skills, suitability and how best they may contribute to the work of the PCAA while enriching their own lives.

### ***Information & Training***

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities to the PCAA.
- Volunteers will be given induction and training in the specific tasks to be undertaken, which will normally be “on the job”.
- Volunteers will be consulted in decisions which affect them.
- PCAA will ensure that volunteers are properly integrated into the organisational structure and that they contribute to PCAA’s work.

- The PCAA will ensure that each volunteer has a Volunteer Agreement ([Volunteer Role Description and Agreement Template.docx \(IN PROGRESS\)](#)) establishing what the PCAA undertakes to provide for them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; PCAA has no intention of creating a contract with any volunteers.

### ***Support & Supervision***

- Volunteers will be assigned a named contact person (also a volunteer) for supervision and support.
- PCAA expects that its committee members, they themselves volunteers, at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.

### ***Problem-Solving***

- The PCAA recognises that problems do arise and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.
- Volunteers are encouraged to express their views about matters concerning PCAA and its work. This can be done via their named contact, or by message to the Chair. They can request that their items of concern or interest are raised and discussed at committee meetings.

### ***Confidentiality***

- Volunteers will be bound by the confidentiality conditions described in the [PCAA's Volunteer's Privacy Policy which is found in the appendix to this document](#).
- It is the PCAA's legal responsibility to ensure all personal and organisation data is non-recoverable from any computer system previously used within the organisation, which has been passed on or sold to a third party. Volunteers disposing of devices where confidential data is stored must seek advice from the PCAA committee concerning erasing data, reformatting hard drives and other correct disposal procedures

### ***Expenses & Insurance***

- The PCAA will ensure that there is a [clear and accessible procedure to enable volunteers to claim out of pocket expenses](#).
- Volunteers will be adequately covered by insurance while carrying out agreed duties.
- All agreed out of pocket expenses will be reimbursed on production of receipts.

### ***Insurance***

- Volunteers will have appropriate insurance cover in terms of employers and public liability.

### ***Health and Safety***

- All volunteers are covered by the **PCAA's health and safety policies [In progress]**.

### **Costs**

- The PCAA will endeavour to identify and cover the costs of involving volunteers.

### **References**

- On the basis of their voluntary work, volunteers will have the right to request a reference.

### **Review**

- This policy comes into force on 1st June 2023 and the PCAA commits itself to review the policy as and when changes in legislation or other factors make this necessary.
- The PCAA committee will invite all volunteers to contribute to the review and evaluation of this Volunteer Policy each year.
- The policy will be subject to a comprehensive review two years after its introduction. (Review date: 1st June 2025)

### **Note**

- This document refers to other policies which can be downloaded from the PCAA website (<https://www.penicuikarts.org/>).

## **Guidelines for Involving Volunteers**

*These guidelines are intended for use along with the policy statement. They give further detail on recommended good practice in the involvement of volunteers within the PCAA.*

### **Recruitment**

- The PCAA has an **Equal Opportunities Policy** for volunteers, and will prevent discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status. (See statement and policy for details)
- In order to reach a wide section of the community, recruitment will be by a variety of means.

### **Initial Contact**

- People interested in becoming volunteers with the PCAA should be invited for an informal talk with the appropriate contact person. They should:
  - Be given written information to take away
  - Have their role explained and how it fits in with the PCAA's overall aims and ethos
  - Have the next stages of becoming a volunteer with the PCAA outlined

- If the volunteer wishes to proceed with the application at this stage, the contact person should fill out an **application form** for the volunteer (getting referees' details) and ask the volunteer to sign.
- If the volunteer is undecided, agree the next step e.g. for the contact person to phone the potential volunteer in a week's time.

### ***Selection***

- All volunteers should complete an application form. Two written references may be required if the volunteer is not personally known by any member of the committee. If the volunteer is to carry out specialised work (e.g. IT support) at least one reference should relate directly to this.
- If volunteers may be working with vulnerable people, or in positions of trust, they should be asked to provide information on their application form about any criminal convictions that they may have. They will be required to provide PVG Disclosure.
- All information should be dealt with in the strictest confidence and should not necessarily prejudice the person being accepted for appropriate voluntary work.

### ***Records***

- Minimum details on volunteers will be retained. This will include the application form (which will include full name and contact details), references, placement details, if appropriate, relevant information regarding the person's health, correspondence and any other relevant information such as emergency contact details.
- Record keeping will be secure but accessible to a restricted number of PCAA committee members.
- The Data Protection Act enables people to access information held about them. This is covered in the Volunteer Privacy Policy.

### ***Induction***

- Induction sessions and an Induction Pack will be provided for all new volunteers and will cover:
  - Role of volunteers
  - Responsibilities of volunteers
  - Arrangements for training, support and supervision
  - Contact person
  - Need for confidentiality
  - Ethos/values, etc
  - System for payment of expenses
  - Problem-solving procedures
  - Background to the PCAA

- Building orientation
- Health and Safety
- Meeting other volunteers
- During induction, volunteers should receive the PCAA's Volunteer Handbook.

### ***Expectations of Volunteers***

- **The PCAA should expect volunteers to:**
  - Participate in induction sessions
  - Comply with existing policies and procedures
  - Undertake voluntary work at agreed times
  - Inform other relevant Person(s) if unable to attend
  - Give some notice if unable to continue volunteering
  - Raise any issues of concern relating to their voluntary work with the contact person
  - Agree with the aims and ethos of the organisation

### ***Placement***

- Once a suitable voluntary placement has been identified, if appropriate, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed.
- The PCAA reserves the right to ask volunteers to leave and will give reasons in writing if requested.

### ***Support and Problem-Solving***

- Regular support will be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the nature of their role. Full information on this will be provided during induction.
- Each volunteer should have a clearly identified contact person who is responsible offering advice, support and feedback on a regular basis.
- If a complaint about a volunteer arises, or if a volunteer needs to raise a grievance, please refer to the **PCAA grievance and disciplinary policies**

### ***When a Volunteer leaves the PCAA***

When someone stops volunteering for the PCAA, the PCAA will:

- check that all property of the organisation is returned (eg keys, borrowed items)
- ensure they have completed any outstanding information required for an ongoing safeguarding concern

- confirm they have deleted any personal details or data they held on behalf of the organisation
- ask them to remove reference of their volunteering role from their social media accounts
- remove them from administering any of the organisation's social media accounts
- change relevant passwords
- confirm the PCAA has correct contact details for them and any additional consent to contact them in the future in line with your data protection policies
- make sure all other staff and volunteers know they have left and do not share information or access to spaces that they should no longer have.

Date	15th May 2023		
Revision date	6th July 2024		
Revision			
Two year revision	1st July 2026		



## APPENDIX 1

# Volunteer privacy policy

## Other PCAA Organisation Documents referred to

Data security breach

### Introduction

The PCAA, a membership organisation, exists to promote and encourage the study, practice and knowledge of the Arts in Penicuik and the surrounding district.

In order to achieve the objectives the Association will:-

- a) Co-operate with local authorities and local dramatic, musical, cultural, artistic and educational societies and organisations and interested individuals for the promotion and establishment of an Arts Centre in Penicuik.
- b) Make arrangements, plans and programmes either in conjunction with local dramatic, musical, cultural and educational societies and organisations or on its own initiative.
- c) Assist in organising, managing, promoting and producing workshops, concerts, art exhibitions and other presentations of an artistic, educational and cultural nature.
- d) Operate and manage premises entering into such purchase, leasing or other arrangements as are prudent either on its own initiative or in conjunction with a local authority or a dramatic, musical artistic or cultural society, organisation or institution.
- e) Make arrangements for the recruitment of workers (volunteers) as are considered necessary for the efficient management of the programme, premises or resources. Currently, only a cleaner is employed as a free-lance contractor.
- f) Do all the other acts required to attain the objectives.

We aim to tailor our services meet the needs of our members and our local community, providing new experiences and perspectives and increase our contact with the local community we serve.

### 1. What is the purpose of this document?

The Penicuik Community Arts Association ('PCAA') is committed to protecting the privacy and security of your personal information.

This Volunteer's Privacy Policy ('**Privacy Policy**') describes how we collect and use personal information about you during and after your volunteering relationship with us, in accordance with the General Data Protection Regulation (2016/679) (GDPR), the UK Data Protection Act 2018 and other applicable UK and EU laws that regulate

the collection, processing and privacy of your personal information (together, '**Data Protection Law**'). This Privacy Policy applies to all prospective, current and former volunteers.

For the purposes of Data Protection Law, the PCAA acts as a "data controller" of the personal information we hold about you. This means that we are responsible for deciding how we hold and use personal information about you. We are required under Data Protection Law to notify you of the information contained in this Privacy Policy.

It is important that you read this Privacy Policy, together with any other privacy policy or notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

## **2. Data protection principles**

We comply with Data Protection Law. This says that the personal information we hold about you must be:

- 2.1.Used lawfully, fairly and in a transparent way.
- 2.2.Collected for specified, explicit and legitimate purposes and not processed in a manner that is incompatible with those purposes.
- 2.3.Adequate, relevant and limited to the purposes we have told you about.
- 2.4.Accurate and kept up-to-date.
- 2.5.Kept only for as long as necessary for the purposes we have told you about.
- 2.6.Processed in a manner that ensures appropriate security of the personal information.

## **3. The type of information we hold about you**

Personal information (which may also be called personal data), means any information about an individual from which that individual can be identified, whether directly or indirectly. It does not include data where personally identifying elements have been removed (anonymous data). We will collect, store, and use the following categories of personal information about you:

Name

Contact details (address, email address, phone number)

Skills you are offering the PCAA

Only if necessary, relevant information about your health

## **4. How is your personal information collected?**

We collect personal information about volunteers through the informal recruitment process, directly from candidates. We may sometimes collect additional information from third parties, including former employers if references have been sought.

We may collect additional personal information in the course of volunteering activities throughout the period of you volunteering for us depending on how you engage with the PCAA. For example, volunteers may choose to have their photo taken and used in promotion material or newsletters.

Please ensure that any personal information you supply to us which relates to third party individuals is provided to us with their knowledge of our proposed use of their personal information.

## **5. The lawful grounds on which we use information about you**

We will only use your personal information when the law allows us to. We process your personal information for the above purposes relying on one or more of the following lawful grounds:

- 5.1. Where we need to perform the agreement (whether formal or informal) we have entered into with you, or in order to take any pre-agreement steps at your request and/or to perform our obligations to you;
- 5.2. Where it is necessary for us to comply with a legal obligation;
- 5.3. Where you have freely provided your specific, informed and unambiguous consent for particular purposes;
- 5.4. Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests. In broad terms our legitimate interest is fulfilling the charitable purpose of the PCAA, which involves sending news to our supporters, contacting our volunteers to plan and administrate activities, taking steps to ensure and monitor compliance with our legal obligations and internal standards and procedures, assessing suitability of volunteers for potential roles and keeping records of volunteer activities and performance.

We may also use your personal information in the following situations, which are likely to be rare:

- 5.5. Where we need to protect your interests (or someone else's interests), such as in a medical emergency.
- 5.6. Where it is needed in the public interest.

## **6. How we use particularly sensitive personal information**

We do not collect particularly sensitive personal information.

## **7. Information about criminal convictions**

We will only collect information about criminal convictions where it is appropriate for the nature of a volunteering role and we are legally permitted to do so. If it is appropriate and legal, this information may be collected as part of the volunteer

recruitment process or in the course of volunteering for us, but may also be provided to us directly by you in the course of you volunteering for us.

We will use information about criminal convictions and offences in the following ways:

- 7.1.To determine, without discrimination, your suitability for the role;
- 7.2.To continue to ensure you are still suitable for the role, including by means of continual screenings, where appropriate.

We collect and process information about criminal convictions for the above purposes relying on one or more of the following lawful grounds: with your consent; to comply with a legal obligation; or, less commonly, to protect your vital interests (or someone else's interests) when you are not capable of giving your consent; or, where you have already publicised such information; or, where we need to use such information in connection with a legal claim that we have or may be subject to.

Processing of information about criminal convictions will be in line with an appropriate policy and safeguards which we are required by law to maintain when processing such information.

## **8. If you fail to provide personal information**

If you fail to provide certain information when requested, we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers and volunteers) and we may not be able to accept your offer to volunteer with us or offer you certain volunteering opportunities.

## **9. Change of purpose**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is related to the original purpose.

## **10. Data sharing**

We may disclose your information in the following circumstances:

- Where we are legally obliged to we will share the information of volunteers. We provide the Charity Commission and Companies House with basic contact details of our Trustees.
- If we share your data, we require third parties to respect the security of your data, use it only for lawful purposes and handle it in accordance with Data Protection Law.

We do not sell or rent your information to third parties for any purpose.

## **11. Data security**

We have put in place appropriate technical and organisational measures to protect the security of your information.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those volunteers who have a business need to know.

We have put in place procedures to deal with any **suspected data security breach** and will notify you and any applicable regulator of a suspected breach where we are legally required to do so. Further detail as to how we deal with data breaches can be found in our Data Protection Policy.

## 12. Data retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or reporting requirements. Details can be found in the PCAA Data Protection Policy and Procedures.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. Personal information that we no longer need will be securely destroyed. **Your data will be destroyed when you stop volunteering with us.**

## 13. Your rights

You have the following legal rights in relation to our collection and processing of your personal information:

- **Right to be informed** – you have the right to be told how your personal information will be used. This Policy and other policies and statements used on the PCAA website and in our communications are intended to provide you with a clear and transparent description of how your personal information may be used.
- **Right of access** – you can write to us to ask for confirmation of what information we hold on you and to request a copy of that information (and other related information). Provided we are satisfied that you are entitled to see the information requested and we have successfully confirmed your identity, we will provide you with your personal information subject to any exceptions that apply. You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.
- **Right of erasure** – at your request we will delete your personal information from our records as far as we don't have a valid reason for holding on to it (e.g. to comply with a legal obligation).

- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected. Please keep us informed if your personal information changes during your volunteering relationship with us.
- **Right to restrict processing** – you have the right to ask us to restrict the processing of your personal information if there is disagreement about its accuracy or whether our use is legitimate or not.
- **Right to object** – you have the right to object to processing where we are: (i) processing your personal information on the basis of the legitimate interests ground and we have no compelling reason we can demonstrate to continue with that processing; (ii) using your personal information for direct marketing, or; (iii) using your personal information for statistical purposes.

If you wish to exercise any of these rights, please contact the PCAA on [penicuikarts.org@gmail.com](mailto:penicuikarts.org@gmail.com).

#### **14. Data protection officer**

The role of Data Protection Officer (DPO) is to oversee data protection standards at the PCAA, and is currently undertaken by the Chair. If you have any questions about this privacy notice or how we handle your personal information, please contact our chair at [penicuikarts.org@gmail.com](mailto:penicuikarts.org@gmail.com).

#### **15. Changes to this privacy policy**

We reserve the right to update this privacy policy at any time, and we will provide you with access to a new privacy policy when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

**If you have any questions about this privacy policy, please contact [penicuikarts.org@gmail.com](mailto:penicuikarts.org@gmail.com).**

This Policy was last updated in July 2024.

Date of review: 1st April 2025