

This advice is intended to inform best practice for the coordination of volunteers. We understand and value the incredible work that neighbourhood volunteer initiatives are currently doing and we do not wish to discourage this kind of volunteering in any way. However, we want to support Neighbourhood Volunteer Initiatives by offering advice on how to best to support their volunteers.

**Boundaries** Everyone in the group should be aware of the limits of their role and should make sure not to take on too much. Make sure that everyone in the group is aware of how to signpost to other organisations for people who need more support than the group can provide.

**Equality and Diversity** Volunteering should be open to all. Volunteers should be treated with respect and fairness regardless of their gender, race, ethnic or national origin, sexual orientation, disability, immigration status, physical appearance, body size, or religion.

**Expenses** It is best practice to offer travel, and any other agreed, out of pocket expenses if possible. The government are advising the public to only make essential travel on public transport so volunteers should be encouraged to carry out their volunteer tasks in areas local to them and to travel by foot whenever possible.

**Induction** Volunteers are introduced to their task and have a good understanding of what is expected of them in their role. You can use our **COVID-19 Volunteer Handbook** as a template.

**Support** Volunteers should have a name and contact number to use if support or clarification of tasks is required.

**Involvement** Volunteers are able to make suggestions to improve volunteering activities or voice concerns about the volunteer processes.

**Procedure for Raising Concerns** Volunteers are aware of how to raise a concern and how it will be handled.

**A Safe Volunteering Environment** The physical and emotional risks of volunteering are identified, minimised, and covered by adequate insurance.

**Thanks and Recognition** Appreciation of volunteers and their time commitment should be expressed on a regular basis.

**Data protection** Think about what information you are asking for from your volunteers; is it all necessary? Make sure you keep any personal data secure and delete/destroy it once it is no longer needed. The following [blog from ICO](#) may be of use.