

# Voluntary & Community Sector Code of Conduct

The Volunteering Barnet Code of Conduct for the Voluntary and Community Sector sets out the essential principles for running a successful and sustainable volunteering programme. It provides an overarching framework for good conduct and a benchmark of good practice. The Code of Conduct has been adapted by the Volunteering Barnet team, inspired by the principles of the London Volunteer Management Charter created by Greater London Volunteering.

- **Equality, Diversity and Inclusion** – Volunteering should be open to all, and volunteers must be treated with fairness, dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- **Recruitment process** – Recruitment procedures are fair, efficient and consistent.
- **Suitable volunteering roles** – Volunteering roles should not replace paid staff and organisations should take proactive steps to avoid any suggestion of job substitution. Organisations should not use our platform to recruit for political activists or other roles which could be seen as contentious.
- **Expenses Policy** – Volunteers should not be left out-of-pocket for their volunteering. If organisations and groups which involve volunteers cannot currently pay expenses, volunteers should be made aware of this when they join or apply for the role.
- **Induction/Briefing** – Volunteers know what they are expected to do and know who they can report to. Roles must be clearly defined and provide inclusive and purposeful opportunities to volunteers.
- **Support and supervision** – A named supervisor (or Lead Volunteer) should be identified and ongoing support appropriate to the role should be made available to all volunteers. Volunteers are provided with training to carry out their role and signposted to relevant development opportunities.
- **Safe volunteering environment** – Volunteers should feel that they are in a safe and supportive environment. The physical and emotional risks of volunteering are identified, minimised and covered by adequate insurance. Volunteers should be made aware of all policies and procedures in place.
- **Resolving difficulties** – Volunteers know how to raise a concern and how it will be handled. If a volunteer feels unsafe or uncomfortable while volunteering, they have the right to leave at any point.

- **Reward and recognition** – The organisation or group should express appreciation to the volunteers by informally and formally thanking their volunteers for their time and energy.
- **Reporting** – Organisations should keep in contact with Volunteering Barnet, update their Team Kinetic account regularly and when requested let us know about your volunteering placements and volunteering hours.
- **Data protection** – Organisations should follow the law and best practice on handling volunteers' data.

By advertising your roles with Volunteering Barnet, you are agreeing to the Code of Conduct. If Volunteering Barnet have reason to believe your organisation has failed to comply with the Code of Conduct, Volunteering Barnet may choose to suspend your organisation from our database until we know that you are following our basic expectations.

Volunteering Barnet are here to support your organisation or group to provide volunteers with the best experience.

**Contact the Volunteering Barnet team to find out more about our organisational support and guidance:** [enquiry@volunteeringbarnet.org.uk](mailto:enquiry@volunteeringbarnet.org.uk) or call 0300 365 9960.