Hive Bradford

Volunteering policy

Last adopted: October 2025	Review: 3 years	Review due: October 2028

Key principles

Hive is a community arts charity in Shipley, Bradford. We deliver arts and crafts courses, workshops and projects from our centre in Shipley and across Bradford District. We believe that creativity contributes to good health and well-being and helps to bring communities together.

Volunteers are central to our organisation, increasing our capacity to deliver our objectives and activities, and providing a wide range of relevant skills, experiences and perspectives. Additionally, volunteer Trustees provide overall strategic direction and ensure that we continue to carry out our purposes for the public benefit.

The contribution of volunteers to the work of Hive is highly valued, respected and appreciated.

Hive recognises that volunteers donate their time, and is committed to ensuring that roles and expectations are clearly explained and mutually agreed. We aim wherever possible to offer volunteers work that is satisfying and appropriate to their interests.

Hive will provide:

- a role description for all volunteer roles
- induction, information, training and support appropriate to each volunteer role

Hive is committed to not using volunteers to replace paid staff where they are needed, but instead involving them to complement the work of paid staff and extend the services and activities is able to offer.

Volunteers and staff will work together within Hive's policies and procedures, treating each other with respect and courtesy.

Hive is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers.

Types of volunteering

Hive recognises that there are different ways that people wish to volunteer their time, including:

Occasional

Volunteering occasionally, perhaps a few times a year, at one-off events or helping with specific projects.

Examples: helping at a festival or other event, or helping with the installation of a piece of artwork.

Regular

Volunteering regularly (often weekly) to take on a particular task on an ongoing basis.

Examples: undertaking pottery technician duties, helping deliver courses or drop-ins, supporting participants, or regular administration tasks.

Short-term

Volunteering for a fixed period of time (typically over a few days or weeks) to deliver a short-term activity.

Examples: assisting with a specific short-term project, or volunteering as part of a study course.

Trustees

With other Trustees, taking on the legal responsibility for setting Hive's strategic direction, and ensuring that it continues to carry out its purposes for the public benefit. Trustees are elected by the members of the organisation, or co-opted by the existing Trustees for their skills and experience before being confirmed by the members.

Recruitment and selection of volunteers

Hive will make ongoing efforts to recruit volunteers who can meet the needs of the charity, as well as providing volunteering opportunities that can enrich, challenge and be beneficial to volunteers. Its selection process will be based on the skills and interests of the potential volunteer, as well as the current needs of the organisation.

Role descriptions

Hive will have clear written role descriptions for each volunteer opportunity, to ensure that the purpose and scope of the role is clear.

Role descriptions will outline the purpose of the role, where it fits within the organisational structure, and its main duties and responsibilities. As well as providing a clear description of the expectations of the role, this will provide the basis for ongoing support and supervision.

Applications and publicity

Hive will ensure that all volunteer opportunities are promoted widely, to increase accessibility to a diverse range of interested parties.

Hive is committed to ensuring that its recruitment processes are fair and open, promoting equality of opportunity. As part of this, we will ensure that only skills and requirements which are necessary for each role are listed on its role description, as well as making reasonable adjustments to accommodate volunteers where necessary, for example allowing a support worker to accompany a volunteer.

Hive will ensure that all materials promoting volunteering clearly explain how a potential volunteer can apply.

All potential volunteers will be asked to complete a simple application form, which will include personal contact information, why the volunteer is interested in the role, and how they meet the criteria for the role.

Interviews

All applicants will have an informal interview with the Volunteer Coordinator, or another appropriate person, to identify the suitability of the volunteer to the role, and of the role for the volunteer. The

interview will conclude by identifying next steps: being invited to join the team, signposting to alternative opportunities or not taking the application further.

Recruitment checks and supervision

All volunteers will be asked to provide two referees, one of which should be a professional contact if possible, and Hive will take up two references before any volunteering is undertaken.

Hive will carry out DBS checks for any role that meets the DBS criteria, for example working with children and young people, with vulnerable adults, or handling sensitive data.

Volunteers who will be volunteering regularly will undertake a probationary period of three months, following which a review will take place between the volunteer and the Volunteer Coordinator to determine whether the role has been mutually satisfactory.

Saying no and referring on

Hive affirms that volunteers are an important part of our work, but also recognises that volunteers placed in roles not suited to their needs, skills or interest can be detrimental to the organisation's services, and to the volunteer's motivation and development.

If during the application and interview process, or at the probationary review, a volunteer has been identified as not suitable to the role, then Hive will offer individuals an opportunity to identify other roles within the organisation that might be a better fit (if available), or will signpost the individual to an alternative volunteering opportunity with another organisation, or to a volunteering service such as Bradford Volunteer Centre.

Induction, information and training

Hive will provide all volunteers with an appropriate induction, which will include information on the aims, background and organisational framework of Hive, the volunteer role, and how it fits into Hive's work, as well as:

- a role description for the volunteer role
- agreement of hours, responsibilities and tasks
- information on where the volunteer will work, who they will work with and the resources available to them
- access to all relevant policies and procedures, including safeguarding, confidentiality and data protection, and health & safety
- information on claiming expenses
- day-to-day support from the volunteer manager or other appropriate identified person

Hive will endeavour to make information and induction sessions accessible and relevant to individual needs.

Hive will ensure that any training required for the role is clearly explained to the volunteer during their recruitment interview, and provide any training essential to the role prior to the volunteer undertaking related tasks (for example mental health awareness, safeguarding, first aid or manual handling).

Policies

Unacceptable behaviour

Hive aims to be open and accessible to all. We will not tolerate discrimination, harassment, sexual harassment, bullying, victimisation or abuse of others.

Hive has a zero tolerance for unacceptable behaviour and may restrict access to people committing this behaviour and causing distress to others.

Volunteers are required to read and abide by our unacceptable behaviour policy.

Equality, diversity and inclusion

Hive is committed to encouraging equality, diversity and inclusion, and eliminating unlawful discrimination. We seek to ensure that equality, diversity and inclusion principles underpin all areas of our work and service provision.

Hive will not tolerate discrimination, harassment, bullying, victimisation or abuse of staff, volunteers or people connected with the services provided by Hive.

Volunteers are required to read and abide by our Equality, Diversity and Inclusion policy.

Safeguarding and reporting concerns

Hive believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe.

Hive is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Hive are treated with respect. Violent, abusive and discriminatory behaviour will not be tolerated.

Everybody at Hive, whatever their role, has a responsibility to protect children and adults from harm and abuse, and know how to report concerns.

Volunteers are required to read and abide by our Safeguarding Children and Adults policies.

Confidentiality and Data Protection

Hive recognises the right to privacy of the individual, and that personal details about an individual belong to that individual. Accordingly, we undertake to respect the confidentiality of that information.

Our approach to confidentiality is based on a concern for protecting the interests of those whose personal information Hive has access to. Information may be disclosed only with consent and when necessary. Working in this way protects both the integrity of Hive itself, and that of individuals.

We consider confidential information to be verbal or written information which is regarded as personal by service users, members, trustees, staff or volunteers, and is not meant for public or general knowledge.

Those who share such information with Hive have the right to expect that it will be kept confidential, and handled only for the purposes it was provided for, according to data protection law.

Hive collects and uses certain types of information to carry out its work. This personal information must be collected and dealt with appropriately, whether digitally, on paper, or on other material.

Data protection laws describe how organisations must collect, handle and store all personal data. Ensuring and demonstrating compliance is underpinned by the following principles. Personal data must be:

- processed lawfully, fairly and in a transparent manner in relation to individuals
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
- accurate and, where necessary, kept up to date: every reasonable step must be taken to ensure that inaccurate personal data, having regard to the purposes for which they are processed, are erased or rectified without delay
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed
- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Volunteers are required to read and abide by our Confidentiality and Data Protection policies.

Health and Safety

Hive will, as far as is reasonably practicable, care for the health, safety and welfare of its volunteers.

We will ensure that volunteers have access to any equipment necessary to carry out their duties, including personal protective equipment (PPE) as appropriate.

Volunteers are required to read and abide by our Health and Safety policy.

Ongoing support

Signing in and out

Volunteers are required to sign in and out of the building whenever they volunteer, for both safety and monitoring purposes.

Support, supervision and ongoing training

Volunteers will be supported and supervised by a named contact person, who may be a member of staff or another volunteer. This person will provide the volunteer with feedback on their work, the opportunity to discuss future work, and a chance to discuss any issues that may arise.

The frequency of supervision will vary depending on the role, but regular volunteers will have supervision meetings with their named contact person at least every six months, or more often if necessary or appropriate for the role.

Hive will also provide opportunities to develop additional knowledge and skills as appropriate, including opportunities to attend training provided to staff (dependent on availability, and suitability to the role).

Insurance

Volunteers are covered by Hive's insurance policy while engaged in approved work for Hive.

Expenses

Volunteer will be reimbursed for any reasonable out-of-pocket expenses incurred through volunteering. This can include:

- travel to and from the place of volunteering (mileage, bus or train fares)
- travel whilst volunteering
- meals taken while volunteering over a longer period of time *
- postage, phone calls or stationery *

* by prior agreement with their supervisor or the Hive office.

Volunteers should submit expense claims using the expense claim forms provided, and receipts must be provided for all expense (except mileage, which is paid at HMRC-allowed rates – currently 45p per mile, plus 5p if carrying additional volunteers or staff).

Use of IT

Volunteers will be provided with any IT equipment necessary for their volunteering. Any such volunteers are required to read and abide by our Acceptable use of IT policy.

Record keeping

Hive will securely maintain an up-to-date file for each volunteer, including their contact information, role description, application form, record of interview, signed volunteer agreement, supervision and training records, and any grievances of complaints. This information will be maintained in line with our confidentiality and data protection policies.

Having a voice and resolving concerns

Volunteers are encouraged to express their views (both positive and negative) and to offer suggestions about the organisation and its work. You can feed back through your supervisor, to the Project Manager or to info@hivebradford.org.uk.

Hive aims to identify and resolve problems at the earliest possible stage, and has Grievance and Complaints procedures drawn up for dealing with complaints.

If the actions of a volunteer warrant serious concern, a problem-solving approach will be used in conjunction with Hive's Equality, Diversity and Inclusion, Complaints, Safeguarding and Unacceptable Behaviour policies.

In the event of a dispute or disagreement, Hive will arrange a support meeting with the Volunteer Manager (or other appropriate person). If the dispute can be resolved, an action plan will be created to address the issues, which may include additional training or support. If the dispute cannot be resolved, the volunteer may be offered an alternative role if available and appropriate. If the volunteer cannot be placed appropriately elsewhere then they may be referred on to another volunteering opportunity or service.

Saying goodbye

Hive understands that volunteers move on for many reasons (including another opportunity, a grievance, unsuitability for the role or simply having given enough of their time). Hive has therefore identified steps to ensure a process that is smooth and beneficial to both parties.

When it comes to a volunteer leaving, Hive will arrange an exit interview between the volunteer and the Volunteer Manager (or other appropriate person), to debrief on the volunteer's experience and ensure that any learning points are taken on board.

Volunteers can be provided with a professional reference for another volunteer or paid opportunity on request, after a minimum period of three months of regular volunteering.