

4.11 Volunteer Policy

Charity Name: FOUNTAIN COMMUNITY PROJECT (FCP)

Charity Number: 1206682

Legal Structure: Charitable Incorporated Organisation (CIO)

Registered Address: Clody House, 1st Floor, Suite A, 90–100 Collingdon Street, Luton, LU1 1RX

Date Created: 23 January 2023

Last Updated: 01 May 2026

1. POLICY STATEMENT

Fountain Community Project recognises that volunteers are central to the delivery of its services, including food distribution, youth mentoring, education support, and community cohesion activities.

We are committed to creating a safe, inclusive, and supportive volunteering environment where individuals can contribute meaningfully to the FCP's mission.

2. PURPOSE

This policy sets out how volunteers are:

- Recruited fairly and safely
- Supported and supervised
- Trained appropriately
- Safeguarded while carrying out their role
- Recognised for their contribution

It ensures volunteering is managed consistently and responsibly.

3. SCOPE

This policy applies to all volunteers involved in:

- Food provision and outreach work
- Education and tutoring support
- Youth mentoring and community programmes
- Administrative or operational support
- Events and community engagement activities

4. VOLUNTEER PRINCIPLES

FCP will ensure:

- Volunteering is voluntary and unpaid (except reimbursement of expenses)
 - Volunteers are treated with respect and dignity
 - Volunteers are given clear roles and expectations
 - Volunteers are supported appropriately
 - Safeguarding is always prioritised
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5. RECRUITMENT AND SELECTION

Volunteers will be recruited through a fair and transparent process:

- Application or expression of interest
 - Informal interview or discussion
 - Reference checks where appropriate
 - DBS checks where required (especially for youth or vulnerable groups)
 - Confirmation of role suitability
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6. INDUCTION AND TRAINING

All volunteers will receive:

- Induction into the charity and its values
 - Safeguarding training (where applicable)
 - Health & safety guidance
 - Role-specific training
 - Introduction to policies and procedures
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7. SUPERVISION AND SUPPORT

Volunteers will:

- Have a named supervisor or coordinator
 - Receive ongoing guidance and feedback
 - Be able to raise concerns at any time
 - Be supported in carrying out their role safely and effectively
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8. SAFEGUARDING

All volunteers must:

- Follow the Safeguarding Policy at all times
- Report concerns immediately to the Designated Safeguarding Lead
- Maintain appropriate professional boundaries
- Avoid unsupervised contact where not authorised

Failure to follow safeguarding procedures may result in removal from volunteering duties.

9. HEALTH & SAFETY

Volunteers must:

- Follow all health and safety instructions
 - Use equipment safely
 - Report hazards or incidents immediately
 - Participate in risk-aware working practices
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10. EXPENSES

Volunteers may be reimbursed for:

- Travel costs (where agreed in advance)
- Reasonable out-of-pocket expenses

No payments are made for volunteering time.

All expenses must be:

- Pre-approved where possible
- Supported by receipts
- Approved by authorised personnel

11. CONDUCT EXPECTATIONS

Volunteers are expected to:

- Act professionally and respectfully
- Support the charity's values and mission
- Treat service users with dignity
- Avoid discriminatory or inappropriate behaviour
- Maintain confidentiality

12. CONFIDENTIALITY

Volunteers may have access to sensitive information and must:

- Keep information confidential
- Not share personal data externally
- Follow UK GDPR requirements
- Report any data breaches immediately

13. PERFORMANCE AND ISSUES

Where concerns arise:

- They will be addressed informally where possible
- Serious issues may result in suspension or termination of volunteering
- Safeguarding concerns will be escalated immediately

14. ENDING VOLUNTEERING

Either the volunteer or FCP may end the arrangement at any time.

Reasons may include:

- Personal choice
- Completion of role
- Safeguarding or conduct concerns
- Operational needs

Where appropriate, feedback may be provided.

15. EQUALITY AND INCLUSION

FCP is committed to inclusive volunteering and will not discriminate on any protected characteristic. Reasonable adjustments will be made where needed.
