



Volunteering Policy



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Who's this for?	Honeycomb Group
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Equality impact assessment if applicable & date	03.11.2025
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Document Revision History

Version	Date	Description of Change	Author
1.0	24.07.2025	Volunteering Policy created	EB

Links to Associated Policies and Procedures

Equality and Diversity
 DBS
 Data Protection
 Confidentiality, Information Sharing and Privacy
 Whistleblowing
 Complaints

1. Introduction and purpose

Honeycomb Group (HG) is a team of social-minded brands championing happy homes in our region by providing services and support that help people feel secure, connected and confident. We want to build stronger communities and grow local economies. We want to leave every place better than it was before we got there.

We recognise the value that volunteers bring to our organisation and our customers and the vital contribution volunteers make to our aims. We are committed to providing mutually beneficial opportunities for volunteers to play a full and active part in HG, make use of their life experiences and skills, enable them to develop their skills, make new connections and achieve their personal volunteering aims.

This policy sets out how we will recruit, manage, and support volunteers within HG.

2. Recruitment

HG is committed to being a diverse and inclusive group and will adhere to its equality and diversity policy when recruiting and selecting volunteers. We will actively promote our volunteering opportunities using a variety of methods and avenues to encourage applications from across the different communities we work in. Volunteer roles will be advertised with a role description which outlines the commitment and necessary skills required, the duties of the role and any training required. Where there is a requirement for a disclosure check, we will follow Honeycomb Group's DBS Policy.

All potential volunteers will be asked to complete a volunteer application form and attend an informal interview. Where a disclosure check is required for a role, potential volunteers will be required to agree to the relevant level of check being carried out in accordance with our DBS policy. Volunteers will also be required to provide two references.

At HG, we are committed to making volunteering as accessible as possible and will consider requests for reasonable adjustments as part of our volunteer recruitment process.

Where an individual cannot be placed in a role at HG, we will endeavour to refer them to an agency who can support them to find an alternative volunteering opportunity.

3. Training and Induction

Once in role, we will expect all volunteers to comply with HG's existing policies and procedures.

All volunteers will be required to enter into a volunteer agreement which sets out what they can expect from HG and what we expect in return. The volunteer agreement will make it clear that this volunteering arrangement is not a contract of employment.

All volunteers will have an induction which will include:

- An introduction to the work of HG and its brands;
- An overview of all relevant policies and procedures including, but not limited to:
 - Code of conduct
 - Confidentiality, Information Sharing and Privacy
 - Data Protection
 - Equality & Diversity
 - Health & Safety
 - ICT System and Data Safeguarding
 - Safeguarding (Adult & Child)
 - Professional Boundaries
 - Social Media;
- A tour of the premises at which they will be based or may visit for their role;
- An overview of their role and duties and how these fit into the wider brand and HG aims, and
- An introduction to their team and key staff members

On induction, all volunteers will be allocated a volunteer officer or other member of staff who will be their named contact within HG and will act as their supervisor and first point of contact.

Specific training related to the role will also be provided and this will be arranged by the relevant volunteer supervisor.

4. Expenses

HG will reimburse all agreed reasonable expenses incurred by a volunteer in the course of their volunteering role and will provide details of any limits to expenses that can be claimed, and details of the procedure for claiming expenses to all volunteers.

5. Support for volunteers

Following induction, all volunteers will have regular support and supervision meetings with their allocated supervisor. At these meetings volunteers will receive feedback and can discuss what is going well, their development and training needs that are relevant to the role, and raise any issues or concerns. Volunteers will be asked for feedback at regular intervals.

HG will hold an annual thank you event to recognise the important role our volunteers play.

6. Health and Safety

All volunteers are covered under HG's Public Liability Insurance.

All volunteering roles will have a risk assessment completed by the volunteering supervisor or other suitable staff member. A further individual risk assessment will be completed with any volunteers who have additional needs, such as a permanent or temporary disability, that need to be considered before undertaking a role. This assessment should be reviewed and updated annually or earlier, if required.

7. Confidentiality and Data Protection

HG will adhere to its data protection and confidentiality, information sharing and privacy policies when handling volunteers' personal data.

Volunteers' personal data will be collected, stored and used only in accordance with data protection legislation and not shared without consent, unless HG has a legal requirement to do so, or there is a safeguarding concern involving a volunteer.

8. Resolving Problems

The relationship between and organisation and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to our customers, and it is also important that volunteers should enjoy making their contribution to the service.

If your role as volunteer does not meet our standards, here is how it will be dealt with:

1. You will be invited to an initial meeting with your allocated supervisor who will explain the concerns in detail, give you the opportunity to share your thoughts and put in support and guidance.
2. If this does not resolve the concern, then another meeting will be convened to discuss the matter further.
3. If you continue to be unable to meet our standards then we shall end your volunteering with us.

If you are dissatisfied with any aspect of your work, you should:

1. Initially explain your dissatisfaction with your supervisor who will explain the complaints and whistleblowing procedures to you, as appropriate
2. If that does not resolve the issue, then a formal meeting with a senior member of our volunteering team will follow.
3. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer and both parties will agree to separate on good terms.

At all times, you will be able to freely state your case and can have a friend to accompany you.

If you wish to raise any issues to someone other than your supervisor, you can contact the Business Partner: Business Development directly.

9. Measuring Impact

At HG we wish to measure the impact of value of volunteering and may also be required to do so in accordance with contractual requirements. We will maintain and use systems across the group to measure this.

10. Review

This policy shall be reviewed every three years unless there is a change in legislation or regulation.

Date 21/04/2026