



Volunteer Policy

The aim of this policy is to define good volunteering practice for use throughout Diabetes Care Trust (ABCD) Ltd and its subsidiaries; ABCD (Diabetes) Care Ltd and BJDVD Ltd and provide guidelines for volunteers and for staff in relation to volunteering. For the purposes of this policy volunteers include: all members of committees, subcommittees, working groups, speakers, facilitators, chairs, and any other individual that offer their time, expertise, and insights free of charge to the organisation and in the interests of furthering the organisation's charitable objectives. This includes clinical and professional members, trustees as well as patient representatives.

As well as volunteers being a valuable resource to DCT and its subsidiaries, we recognise the benefit of volunteering to the individual volunteer and where possible aim to respond to its volunteers needs by providing the opportunity to gain relevant skills, work experience and references as well as the opportunity to meet new people whilst volunteering.

Diabetes Care Trust and its subsidiaries is reliant on the commitment and contribution of its members and patient volunteers to:

- Provide relevant skills, expertise, perspective, and experience in the field of diabetes care.
- Ensure our services, activities and events meet the needs of our professional members and the wider community we serve.
- Ensure all of activities, outputs and materials meet the highest clinical standards, are accurate and compliant with relevant national regulations and best practice
- Represent Diabetes Care Trust and its subsidiaries at relevant national, regional, and local stakeholder forums.
- Help to raise the profile of Diabetes Care Trust (ABCD) Ltd and its subsidiaries and reach into relevant medical and clinical professional audiences.
- Help to deliver high quality events, webinars, conferences, resources, and materials through the provision of clinical or patient experience, insight and expertise.

Principles

This Volunteering Policy is underpinned by the following principles:

- Diabetes Care Trust (ABCD) Ltd and its subsidiaries will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute the organisation's work.
- Diabetes Care Trust (ABCD) Ltd and its subsidiaries expects that personnel (i.e. trustees, staff, contractors, clinical leads and committee members) at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- Diabetes Care Trust (ABCD) Ltd and its subsidiaries recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training where possible for them to do their work effectively.
- Diabetes Care Trust (ABCD) Ltd and its subsidiaries does not aim to introduce volunteers to replace paid staff. Many Committee members give their time voluntarily however they may claim for any loss of earnings incurred as a result of their time where they are required to participate in half/full day meetings on behalf of the Diabetes Care Trust (ABCD) Ltd and its subsidiaries and may also be reimbursed where they undertake significant pieces of work for the charity by agreement in advance up to the agreed threshold.



Recruitment

All prospective volunteers will be recruited and appointed in line with the [Committee Terms of Reference](#).

Diabetes Care Trust (ABCD) Ltd and its subsidiaries will use appropriate means to advertise all volunteer opportunities to members and all recruitment will consider the principles of our [Equal Opportunities and Diversity Policy](#). Shortlisting will take place where appropriate and shortlisted candidates invited to interview with members of the relevant Committee. The interviews are also a chance for potential volunteers to ask any questions they have about the role.

Volunteer agreements and Policies

Specifically, all volunteers/committee members are expected to adhere to the [Code of Conduct](#) and the [Equal Opportunities and Diversity Policy](#).

All Trustees are expected to fill in and sign a Fit and Proper Persons Declaration.

All Trustees and Committee members are expected to complete the Declarations of Interest form.

None of these documents is a contract. The volunteer role is based on trust and mutual understanding.

Although there is no contractual obligation for the volunteer to attend or to undertake certain tasks, volunteers can expect:

- To have clear information about what is expected of them
- To volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To receive reimbursement for reasonable expenses if required
- To have opportunities for personal development
- To be recognised and appreciated
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- To know what to do if something goes wrong

Diabetes Care Trust (ABCD) Ltd and its subsidiaries expects volunteers:

- To be reliable, open, and honest
- To uphold the organisation's values and comply with organisational policies.
- To make the most of opportunities given, e.g. for training
- To contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- To carry out tasks within agreed guidelines

Expenses

It is in the intention of Diabetes Care Trust (ABCD) Ltd and its subsidiaries that no member that volunteers for the organisation is out of pocket. All volunteers will have their travel and other expenses reimbursed as outlined in the Terms of Reference.

Induction and training

All new volunteers will be invited to speak with the Chair of the relevant Committee, who will introduce them to the work of the committee. New Trustees will be invited to an induction with the Chair of the Board of Trustees.

Support, Wellbeing and Safeguarding



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Diabetes Care Trust (ABCD) Ltd and its subsidiaries value all those that contribute to the Society, and we take seriously our commitment to look after their mental and physical wellbeing. The policy on [Safeguarding and Wellbeing policy](#) applies to all volunteers and all volunteers are asked to familiarise themselves with the policy. Where any individual has any concerns regarding wellbeing and/or safeguarding, they are encouraged to report these in line with the policy.

Feedback and Complaints

Diabetes Care Trust (ABCD) Ltd and its subsidiaries encourages our committee members and trustees to feedback their views about matters concerning Diabetes Care Trust (ABCD) Ltd and its subsidiaries and its work. This can be done by emailing inf@abcd.care.

Where any volunteer wishes to raise a concern about any activity of the Diabetes Care Trust (ABCD) Ltd and its subsidiaries, they are encouraged to do so via the Feedback Form. All complaints will be handled in line with the Complaints Policy.

Confidentiality

Diabetes Care Trust (ABCD) Ltd and its subsidiaries is bound by the Data Protection Act to ensure that we treat volunteer information with respect. Only staff who need to see information for purposes related to volunteer involvement will be able to access it. We will not pass information on without permission. The [privacy policy](#) provides details on how a Volunteer's personal information is stored and used.

Insurance

All volunteers (including trustees and committee members) are covered by DCT's insurance policy whilst they are engaged in any work on behalf of Diabetes Care Trust (ABCD) Ltd and its subsidiaries.

Reviewed by Trustees: 21st June 2022

Reviewed by ABCD Committee: 27th May 2022

Date of Next Review: June 2025