



Volunteer Policy

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Statement

Leicester City Youth Offending Service (YOS) aims to prevent offending and re-offending by children and young people under the age of 18, and to ensure that custody of them is safe, secure and addresses the causes of their offending behaviour. The YOS is committed to offering a service to young people and their families, victims and communities, which is based on fairness, respect and mutual responsibility.

The overall aim of Leicester City YOS is to work alongside the Youth Service to contribute to the personal social and political development of young people aged 13-19 years who live in Leicester City. They offer opportunities that empower, educate, and promote equality of opportunity. This enables young people to participate in decision making at all levels and to support them in their transition to adult hood.

The Service uphold equal opportunities and respects diversity amongst all its volunteers and service users. This means that we recognise and value individual difference including ethnic origin, colour, age, religion, culture, gender, sexuality and disability. The Services aim to promote equality and will challenge prejudice and discrimination in all its forms.

The Leicester City YOS Volunteer Policy has been put together to assist all volunteers with the relevant information required to enable smooth, safe, and appropriate conduct whilst working within the services.

All volunteers have a responsibility to read this document and follow the principles within it. Please keep this policy in a safe place in order for you to refer to it when necessary, and in case of emergency.

If you have any queries with the contents of the Policy then please speak with the Volunteer Co-ordinator Targeted/Specialist Services, Manjit Garcha in the first instance.

Health and Safety

Personal Safety

NOTE:

- *All volunteers after the core foundation training will receive training on the following:*
 - **De-Escalation**
 - **Personal Safety / Break Away.**

Policy Context

Leicester City YOS value the safety of volunteers. Therefore all volunteers have a responsibility to read this document and follow the principles.

Each individual has responsibility for their own safety. There is no expectation that they should put themselves at risk in any circumstances. This policy cannot cover every risky situation given the broad range of public contact that is made by the YOS and Youth Service. However, the policy will be regularly updated.

A consistent approach to managing risks by all volunteers is vital in minimising possible risks.

Key Principles

Where possible volunteers should always aim to try and prevent confrontational situations from occurring.

Every volunteer has a responsibility to safeguard their own and their colleagues' safety.

Every volunteer should feel able to express their concerns or to seek assistance from management and colleagues.

All incidents must be verbally reported to the YOS Duty Manager (or Youth Service Manager where relevant) as soon as deemed safe to do so. The Duty Manager will complete the Leicester City Council Incident Reporting Notification (SO2) on behalf of the volunteer whilst present, where possible.

Volunteers should always receive appropriate support should they experience or be subjected to danger/a risk.

This plan will be reviewed annually or when significant changes to legal requirements, personnel, and environment or work practices take place. This will be co-ordinated by the YOS Volunteer Co-ordinator's Line Manager.

There is recognition that risk can be reduced & managed through updated records & appropriate supervision and risk management plans utilising

AssetPlus, Referral Order Panel Reports, Out of Court Disposal Screening forms and Youth Workers Evaluation forms.

Responding to potential & actual threatening situations and people

If a service user becomes abusive or aggressive the session should be ended immediately. If he / she refuses to leave the volunteer should firstly contact the Police and inform the Volunteer Co-ordinator/ Youth Centre Manager.

If a situation does become threatening or violent the priority is for the Volunteer is to remove him/herself from the area as quickly as possible and where possible ensure that other visitors in public areas are protected or removed.

After the incident an incident report form should be completed to record the event on the SO2. A report of the incident and action taken should also be sent to the YOS Head of Service and YOS Admin Team Leader to send to relevant Health and Safety team.

Post incident support should be offered to volunteers who were victims of the incident via:

- -the Volunteer Co-ordinator/Team Manager (or Duty Manager)
- -Colleague of their choosing

Volunteers involved or witnessing the incident also has the right for support.

The YOS Restorative Justice Coordinator/Administrator will assist YOS Officers in matching Community Panel Members for each individual case to avoid potential conflict arising.

If a young person becomes abusive or aggressive he/she will be asked to leave by the YOS Officer at the Panel Meeting. If the Panel Meeting is held at the YOS office and he/she refuses to leave, the Duty Manager should be called to assist. If the Panel Meeting is held off site staff at community venues should be notified and if necessary the Police should be called.

Visits Outside Office Premises

Some of the Volunteer work with young people will take place off site including visits to young people's home address or local community venues. This can often involve volunteers working alone and in isolated situations. Within Youth Services we have a range of activities outside core duties, such as trips, visits, events and residential placements.

All Referral Order Panel Meetings will take place within the Leicester City boundaries at registered community centres across the city in first instance where possible. All Panel Meetings must have a YOS Officer present in order to conduct the meeting. Community Panel Members should never conduct a meeting alone or without a representative from the YOS being present.

Youth Justice Mentors (Volunteers) are required to use the oncall 'buddying system' whereby volunteers inform the YOS Volunteer Co-ordinator of their whereabouts. This is especially important in terms of late visits or when working in secluded avenues / areas. The details will be passed to the YOS Duty Manager if the session is expected to finish after 5 pm or during weekends. Youth Service Volunteers, depending on the nature of the session, will either use the 'buddying system' or be supported by an experienced Youth Worker. This should be agreed prior to the sessions taking place.

If no contact has been made by the agreed time the buddy should attempt to call the volunteer. If no contact has been made the Police should be contacted and Duty Manager informed. This also applies for out of office hour visits.

As much information as possible on the address and service user should be obtained prior to the visit with the young person. If there is any reason to feel concerned about a visit it should be cancelled or take place jointly with a colleague but must be cleared by the Volunteer Co-ordinator in consultation with their Line Manager/Duty Manager. .

If at any point during a home visit volunteers feel threatened or intimidated, they should end the visit, terminate the contact and leave as soon as possible. Details of any such incidents must be reported to the Volunteer Co-ordinator. The contact sheet must be emailed to the Volunteer Co-ordinator within 24 hours.

Escorting Young People

Special care needs to be taken when escorting a young person by car. Before deciding on the appropriate means of transport volunteers should consider all factors, which may have an impact e.g. smoking, aversion to car travel, previous history etc.

A young person or their parents not known to YOS or Youth Service should not be escorted unless a basic risk assessment is made using available Social Care and Safeguarding or Police information.

A young person and their parent who are known to the YOS or Youth Service should only be escorted where the Volunteer feels confident about their working relationship and there have been no previous incidences for cause for concern about their behaviour.

The young person should always be seated in the front passenger seat on all occasions, and the Volunteer should take precautions to ensure the car keys and other valuables are not left unattended. Articles that could become potential weapons should be removed from the car. There must be no confidential paperwork and bags with paperwork; laptop must be locked in the boot of the car if they are in your possession.

Volunteers should only, in exceptional circumstances, escort more than one young person. Reference should be made to the YOS or Youth Service on all

such occasion, before doing so. An extra volunteer or member of staff should be asked to assist.

Any incident that potentially presents a risk to personal safety to the volunteer should be reported to the Volunteer Co-ordinator who will note this information on file and circulate to other staff, where appropriate.

Community Panel Members are not required at any stage to escort others. All persons (young people, parents/carers or victims) involved in the Panel Meeting should make their own arrangements of transport.

Working at New Venues

Volunteers should arrive early to ensure that they familiarise themselves with the venue layout, what alarm systems are in place, how these are activated and be aware of the exit routes in the event that their personal safety is threatened.

It is also important to make sure that you are not the lone responsible adult (including Panel Members) on the premises and be aware of what time the building is to be vacated/closed.

Home Visits

Before conducting a home visit the volunteer should receive all relevant information regarding any associated risks. The volunteer must familiarise themselves with the risks associated with the young person through reading the AssetPlus or any risk documents provided by the YOS/Youth Service.

Where there are any concerns then the volunteer must discuss this with the Volunteer Co-ordinator and an agreement reached:

- To decide if lone visiting is appropriate;
- Any limits to the time of day the visit should be conducted;
- If the volunteer should be accompanied by a colleague;
- What alternative arrangements might be made.

In completing home visits the volunteer should ensure that the YOS are made aware of their whereabouts, expected time to finish and their mobile contact number. It is the responsibility of the volunteer to ensure that their mobile phone is working, charged and readily accessible in an emergency. Volunteer ID badges must be with you at all times.

When you arrive at the home remember that you are a visitor and always introduce yourself. Wait to be invited in or ask if you can go in. **Do not enter the premises if the people/person you have gone to visit are not present in the home or there is no appropriate adult.**

When you enter a home ensure you check how the doors lock and be aware of your surroundings and any exits; and ask for any dogs or other animals to be placed in another room. When seated place yourself closest to an exit, keeping your possessions with you and be ready to leave at any time. Try not to react to unkempt or dirty surroundings. Watch for changes in mood or expressions. If you feel at risk leave as soon as possible.

At the start of your visit, do not take for granted the purpose of your visit; explain why you're visiting and how long you're expected to be. Give clear indications as to what will be discussed. Be sure to give parents/carers the time and opportunity to discuss any concerns or issues. If you need to make notes then keep these factual and non-judgemental and be prepared to share those with the family.

Remember that you are a representative of the YOS or Youth Service and your conduct during the visit will give an impression. Therefore you must ensure that you represent the service appropriately. When you leave the home ensure that you thank the family and/or young person for their time and allowing you to visit.

If you feel you are at risk then leave as soon as possible. If you are prevented from leaving or threatened, try to remain calm, remember that the Volunteer Co-ordinator or Duty Manager will know of your whereabouts. Take appropriate steps if you feel you need to in order to protect yourself.

When arranging home visits you should take into consideration the diversity needs of the young person and/or their family. This will include assessing if there are any days when it is not appropriate to visit the family home due to religious observance or festivals.

Telephone Calls

To ensure the safety of volunteers regarding personal information, the following procedure must be adhered to:

Volunteers should **NEVER** reveal their mobile numbers and/or any other personal number, such as work or home numbers to any young person and/or their parent or family.

Volunteers should **NEVER** send a text message to their allocated young person and/or their parent or family as they will be able to obtain the mobile number the message is sent from.

To call a young person and/or their parent, volunteers should always insert the **pre-fix of 141** before dialling the number to ensure their personal number is not visible to the receiver. If saving the current allocated young person and/or their parent's number to their mobile phone then volunteers should save it with the **pre-fix of 141** before it.

Should a young person need to contact the volunteer for any reason, they will have to contact the YOS, who will then pass on any information to the volunteer.

When making calls to the YOS, volunteers will be called back (if necessary) in order to reduce costs to the volunteer.

Buddy System - Standard Practice

Volunteers need to call or text the YOS Volunteer Co-ordinator (or Duty Manager on the telephone number that you have been provided) when starting and ending their appointments. This also needs to happen even when a young person does not show up.

If the volunteer chooses to text in then the watchword – **'Spider'** needs to be used at the start of the text. This allows the receiver to know that the mentor is the actual person texting in is safe. **THIS IS HIGHLY IMPORTANT!**

When the appointment has ended or the young person fails to turn up then the volunteer must contact the Volunteer Co-ordinator (or Duty Manager) and let them know they are no longer with the young person and that they are safe.

Should the volunteer find themselves in immediate danger during the appointment and they are unable to report the details of the incident then contact the YOS Volunteer Co-ordinator (or Duty Manager) and state **'The red folder is on the table'**.

Incident Reporting

It is important that all incidents whether violent or not are reported to the Volunteer Co-ordinator and recorded. The Volunteer Co-ordinator will contact the volunteer reporting the incident (and any other volunteers affected) as soon as practicable to assess their needs and to ensure appropriate support is available for them.

In the event of a serious incident and within 24 hours the YOS or Youth Service will convene a meeting with the volunteer involved. The purpose of the meeting is to ensure that:

The incident is recorded and the facts of the event are clear;

- Feelings are aired on the incident and to give support to the volunteer(s) who have experienced a distressing incident;
- The management of the incident is reviewed with a view to feedback to team colleagues on any lessons learnt;
- The meeting convener will record the session and take responsibility for the completion of the final copy of the incident report form;
- Action to be taken against the perpetrator/s of the incident, including how they will be dealt with in the future is agreed. Consideration of prosecution must be included. It should not be left to the victim to decide on what sanctions should be imposed.

Safeguarding

Responsibilities for Safeguarding

The Head of Service is responsible for ensuring that measures for safeguarding and promoting the wellbeing of children are actively pursued by all YOS volunteers.

Safeguarding and promoting the welfare of children and young people are defined by the Children Act 2004 as:

- Protecting children from maltreatment;
- Preventing impairment of children's health;
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- Undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully

The Children Act 2004 set out five outcomes for improving the wellbeing of children:

- Being healthy;
- Staying Safe;
- Enjoying and achieving;
- A positive contribution; and
- Economic wellbeing

The Volunteer Co-ordinator will ensure that all volunteers are trained in the application of safeguarding procedures and that those procedures are followed. Provision of regular support and supervision will be made available to volunteers to implement this.

The YOS and Youth Service will ensure that all volunteers are Disclosure and Barring Service (DBS) checked.

A DBS that receives a contra indicator (information revealed on a DBS disclosure concerning a person's criminal record) will follow the below procedure:

Applicants asked to attend an informal discussion with the YOS and/or any other relevant YOS Management to explain what has been revealed in order to complete a Contra Indicator Risk Assessment

Contra Indicator Risk Assessment sent to the Youth Offending Service Head of Service and Service Director

Agreement and decision made by the Head of service and Service Director as to whether we can proceed with the volunteer application

The Volunteer is responsible to inform the Volunteer Co-ordinator if made subject to any further criminal convictions or cautions/ youth cautions/ youth

conditional caution or community resolution disposal after the DBS check is completed.

Responsibilities for Confidentiality

The value of confidentiality cannot be underestimated. However, volunteers need to be aware that within their role with young people, the confidentiality that exists between volunteer and young person is extremely limited.

The volunteer is obliged to feedback to the Volunteer Co-ordinator of their appointments (**within 2 working days**) with the young person and any safeguarding issues that may arise reported immediately. The Volunteer This feedback process is instigated as much to protect the volunteer as it is the young person. Volunteers should ***not make any promises of confidentiality to the young person or put themselves in a position where they are withholding information from the YOS/Youth Service.*** Where there is any doubt, volunteers should seek clarification from the YOS.

All material and information gained through the volunteer role should be regarded as confidential between the **young person and the Youth Offending Service/Youth Service**. Confidentiality may only be broken in **exceptional** circumstances described as follows:

- When a young person discloses they have been abused (physically, sexually, emotionally or otherwise) and inaction could place them back in the same threatening situation.
- When other young people are considered to be at risk, for example if siblings are subject to the same threatening situation or if the behaviour of the young person puts others at risk.
- If any other person is considered to be at risk and disclosure could prevent them from being harmed, whether by the young person or any other.

Furthermore:

- In cases of disclosure of acts or intended acts of terrorism there is a legal obligation to inform the police.
- In cases of possible suicide/self-harm, advice should be sought from the Volunteer Co-ordinator.
- The Children Act 1989 introduced the concept of “**significant harm**” in relation to young people and child protection issues. **Section 47 of the act states:** Where a local authority (i.e. Youth Offending Service/Youth Service) –

(b) have reasonable cause to suspect that a child who lives, or is found, in their area is suffering, or is likely to suffer, significant harm, the authority shall make, or cause to be made, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child’s welfare.

Confidentiality should not be breached without gaining permission from the young person first. However, if this is unobtainable or there is a legal obligation to breach confidentiality, or it is felt that the volunteer is unable to take responsibility for their actions, then consultations with the YOS should take place.

Confidentiality Statement

Information shared with you during the course of undertaking work on behalf of the YOS/Youth Service is confidential and should not be disclosed outside of the Service. You may not at any time during your work with us or afterwards, disclose confidential information about young people and/or their families to any third party.

If a young person is known to you personally, please inform the Volunteer Co-ordinator.

If a member of the media approaches you about **any** aspect of the work of the YOS, refer them to the YOS Service Manager, do not be drawn into disclosing any information or doing an impromptu interview.

If you are talking to a friend or partner about your experiences or “letting off steam” about a particular incident, take care not to disclose anything which may lead to a young person being identified.

If you become aware of information relating to possible sexual, physical, or emotional abuse or neglect of children or young people, such information must be shared with the Volunteer Co-ordinator or a senior member of the YOS/Youth Service following the end of that meeting.

Volunteer Agreement

Expectations of the Youth Offending Service / Youth Service

- Provide a thorough induction on the work of a Volunteer.
- Provide relevant training for the volunteer to meet the responsibilities of the role.
- Explain the standards and procedures expected of the volunteer role and provide encouragement and support to achieve and maintain them.
- The Volunteer Co-ordinator will hold regular supervision and suggest retraining and/or additional training as required.
- Reimburse expenses incurred by the volunteer role following standard procedures. Expenses must be authorised in advance by the Volunteer Co-ordinator and all claims must be supported by receipts. Expenses reimbursed are highlighted in the ‘expenses’ section of this policy.
- Treat all volunteers in accordance with the Leicester City Council Equal Opportunities policy.

- Address any problems, complaints and difficulties raised by the volunteer.
- Inform volunteers of the complaints procedure.
- Draw up a contract with the young person and their parent/carer(s) to deliver the intervention.

Expectations of Volunteers:

- Meet time commitments agreed with the YOS/Youth Service and ensure that reasonable notice is given if unable to attend an appointment with a young person, so that they may also be informed in advance and re-arranged as required.
- Follow the standards and procedures outlined within this Volunteer Policy.
- Maintain the confidentiality of information received in the course of your work as a volunteer and ensure that information relating to young people, victims and others involved is not disclosed to a third party in any circumstances.
- Treat all individual young people and their families fairly and not discriminate on the basis of age, ethnic or racial origin, gender, sexual orientation, social background, religion, disability or any other factor.
- Attend supervision, training and support provided by the YOS/Youth Service.
- Notify the Volunteer Co-ordinator of any relevant change of circumstances (e.g. if arrested by the Police for a criminal offence, suspended from driving).

Conduction of Sessions

Missed and Cancelled Appointments

When a young person and/or their parent/carer, or you (Volunteer) has to cancel a scheduled appointment, or the young person misses the scheduled appointment then the following procedure is to be adhered to.

Inform the Volunteer Co-ordinator of the missed/cancelled appointment.

It will be the responsibility of the volunteer to contact the young person and/or their parent/carer directly (adhering to the withholding of personal numbers policy, page 29) **within 2 working days** of the missed/cancelled appointment and reschedule a new appointment.

Immediately after the new appointment is made, contact the Volunteer Co-ordinator to inform of the details of the new appointment in order for the YOS Officer/database to be updated.

Attending appointments without clear communications being made with the YOS/Youth Service is a **breach of Health & Safety and can lead to suspension or dismissal of your role.**

Feedback Forms

YOS/Youth Service records must be updated to include the most recent information pertaining to a young person. It is important that all feedback forms relating to a young person are anonymised (initials only) and sent to the Volunteer Co-ordinator within **2 working days** of the appointment.

Return of Mentoring Paperwork

At the end of the agreed time in which a volunteer works with a young person it is vital that all paperwork relating to the young person is returned to the Volunteer Co-ordinator. The withholding or delay in returning confidential information can result in a breach of the volunteer agreement.

It is expected that within **5 working days** from the date of the final appointment with a young person that the paperwork is returned to the Volunteer Co-ordinator. If paperwork is being hand delivered it should be placed in a sealed envelope marked '**confidential**' and addressed to the Volunteer Co-ordinator. Again, all paperwork is to be anonymised (initials only).

After each Community Panel Meeting all paperwork including reports should be given back to the YOS Officer.

Service

Training for the Volunteer Role

It is a requirement that all volunteers complete the three days Foundation Training to provide core learning. The training will enable volunteers to gain knowledge and skills to work effectively with children and young people.

To equip volunteers with the skills they need to take on particular roles, whether it a Youth Justice Mentor, Community Panel Member, Youth Service Volunteer or any other function, they will need training specific to the role.

It is mandatory that all volunteers complete Safeguarding Training to ensure that that they are trained on the main aspects in protecting children and young people.

All volunteers will have to commit to the minimum monthly or weekly time requirements requested to perform the role. Additionally, volunteers must be able to commit to a minimum of twelve months service post training.

Due to the nature of the work, the training process of recruitment is also part of the suitability assessment. Therefore, applicants will not be confirmed as a volunteer for the YOS/Youth Service until after the training stage of recruitment.

All volunteers will be issued with an ID badge which they must carry with them at all times whilst performing YOS/Youth Service business.

All volunteers must remember that they will be working with children, young people and/or their families and must wear appropriate clothing at all times.

All volunteers have the right to decline any activity and/or case requested of them without fear of consequence to their role. Leicester City YOS/ Youth Service values and treats all volunteers with respect. Should any volunteer wish to opt out of specific activities or duties they must ensure they complete the 'Preference Form' and/or speak with the Volunteer Co-ordinator.

Community Panel members will be responsible for deciding which Panels they can and can't sit. If they ever request to be taken off a Panel for any reason this will always be acted upon as sensitively as possible.

Support and Supervision

All volunteers are entitled to regular support and supervision from the Volunteer Co-ordinator during their time with the service. Volunteers will always have the opportunity to feedback to the service their thoughts, ideas and recommendations.

All volunteers will have the opportunity to attend group supervision sessions on an annual basis as a minimum. Alternative arrangements can be made for individuals to attend one-to-one supervision should this be deemed more suitable to discuss individual cases.

Support will always be accessible to the volunteer be it via telephone, email, and/or in person. The volunteer is able to receive support from the entire service from, Volunteer Co-ordinator, Restorative Justice Co-ordinator, Youth Worker, YOS Officer to Service Administrators.

Opportunities

Whilst working with the service volunteers will always be encouraged in their professional and personal development.

Volunteers will have the opportunity to move across different areas of the service and take on different volunteer roles (subject to training and availability) to increase their experience.

Volunteers will have the opportunity to shadow several working practitioners/youth workers (advance booking required) for a half-day or day to gain an insight into the organisation of the service.

Request for References

Volunteers are entitled to receive a reference from the Volunteer Co-ordinator once a minimum of 60 hours of service has been completed. This will include initial training (maximum of 30 hours).

Expenses

Volunteers are entitled to claim for any out of pocket expenses, which are prearranged with the Volunteer Co-ordinator, incurred as a direct result of expenditure in connection with their work on behalf of Leicester City Youth Offending Service/Youth Service. **Receipts for all purchases MUST be provided and submitted when an expense claim is made.** An expense claim form has been designed for submission on a monthly basis. Payment will normally be made by cheque.

Travel

Volunteers may claim car allowance mileage for the following:

- Training events arranged by Leicester City Youth Offending Service
- Volunteer supervision and support sessions
- Appointments with a young person
- Any other activities organised by Leicester City Youth Offending Service/Youth Service.

It has been agreed that the rate of car allowance for volunteers are set out below:

This rate is currently 45p per mile

If you use public transport please keep your tickets for submission with your claim. In exceptional circumstances, there may be occasions where volunteers may need to take a taxi when your own or public transport is unavailable. Please keep your receipts for submission with your claim. **As there is a limited budget, travel by taxi should be agreed in advance with the Volunteer Co-ordinator. Taxi travel not agreed in advance will not be reimbursed.**

Childcare

Prearranged childcare can be negotiated with the Volunteer Co-ordinator in order to attend an appointment, event or support session necessary for the role, the service will reimburse up to £5.00 per hour towards childcare costs on submission of a signed receipt from their child minder.

Activities with Young People

It is acceptable for a volunteer to incur costs in relation to tea/coffee/soft drinks which can be claimed back via expenses from the Youth Offending Service/Youth Service, when working with a young person.

Where the cost of an activity planned for a young person will incur a cost in excess of £5 volunteers should consult with the Volunteer Co-ordinator in advance of the appointment, to obtain consent. Failure to gain prior consent may render the incurred cost void of reimbursement. **As with other claims, receipts must be submitted along with your form.** The above guidance is subject to change at any given time.

Use of Mobile Phones

Expenses incurred for telephone calls the volunteer must complete and submit a Phone Record Expense Form along with their expense claim for all calls made in relation to their volunteer role.

Pay As You Go: All expense claims will be repaid to the volunteer at a rate of 10p per minute.

Pay Monthly: All expense claims will need to be evidenced by a copy of the volunteer's itemised bill. Please ensure all calls made in relation to the volunteer role are highlighted to correspond with the Phone Record Expense Form.

Driver / Vehicle Use

Vehicle Driver Policy

Leicester City Council's Health and Safety policy requires all volunteers to inform their insurance company that they are using their car for volunteer purposes. Most insurance companies will cover this area of work on your normal insurance, in unusual circumstances some insurance companies may require you to change to business insurance but this should not incur any additional expense. We are also required to ensure all your car documents are up to date.

In order to maintain an up to date register to this effect we are required to ask you to sign a statement agreeing to these requirements.

Driving Policy Statement

"I confirm that I have disclosed to my insurance company my volunteer activities and I agree to take full responsibility to ensure that my driving licence, M.O.T. and insurance documents are fully up to date. If I do not presently own a car but acquire one at a future date I will undertake to ensure the above requirements are met."

Complaints, Remedial Procedures and Exit of the Youth Offending Service

Complaints Procedure

All volunteers should be treated with equality and respect at all times. If ever a volunteer feels that they are being treated unfairly, they have the right to complain.

In the first instance, the volunteer should raise their complaint with the Volunteer Co-ordinator. Alternatively, a volunteer may wish to speak to a member of the management team.

All volunteer complaints will be taken seriously, and every effort made to rectify the situation appropriately.

If all attempts to resolve the complaint are not met to the volunteer's satisfaction, then the complaint will be escalated.

Remedial Procedure

If a complaint is made against a volunteer, then the Volunteer Co-ordinator shall make them aware of this and discuss with them a way forward. It may be necessary to consider:

- Retraining in particular areas
- Improved or increased supervision or support
- Whether external factors are influencing the situation
- Reconsideration of whether the role is suitable
- Termination of the role

Any issues raised will aim to be resolved in a timely manner. However, for issues of a serious nature that breach the Volunteer Agreement will require an in-depth investigation that may take more time.

Exit Interview

Volunteers will be asked to attend an exit interview when ending their time at the service, to review their time with the service and evaluate the way in which the Youth Offending Service/Youth Service works with volunteers, young people and their families, and victims. In the event that an exit interview is not appropriate then the volunteer will be asked to complete an exit questionnaire

All information gained from the exit process is confidential, and volunteers are encouraged to express their views fully throughout the process.