



Cartwheel Arts Volunteer Policy

This policy has been created for current and potential volunteers with time and care, to outline that all volunteers will be treated in a fair and consistent way. It also outlines the support that is available to volunteers, and what will be expected from them.

1. Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Cartwheel Arts, you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

According to the National Council of Voluntary Organisations, 2022:

“Volunteers give time, carrying out activities that aim to benefit community or society. Volunteers are unpaid and choose how they wish to give their time.”

Cartwheel Arts values volunteers and recognises and encourages the unique qualities of individuals, their experience, skills, knowledge, and the commitment they can offer.

2. Roles & Responsibilities

There are a range of ways volunteers can support the work of Cartwheel Arts, and our 3 core strands: Art for Wellbeing, Stronger Communities & You Live & Learn.

These may include, but are not exclusive to:

- One-off public event support
- Administrative support (generally office based)
- Supporting artists to deliver projects in the community (from one-off or short-term projects to longer programme delivery)
- Festival co-ordination
- Marketing support*

*All content created for social media as part of any marketing support will be reviewed by a Project Coordinator or other staff member before publishing.

Your specific roles and responsibilities will be discussed during your Induction and confirmed in your Written Agreement.

3. Recruitment, Selection and Matching

- 3.1 We work inclusively and welcome the range of experience people from diverse backgrounds can bring to the work. We aim to work with volunteers to support equal opportunities and widen access within our organisation. We are committed to anti-discrimination and our Equality, Diversity and Inclusion policy is followed when recruiting all members of staff and volunteers.
- 3.2 We do not have an open, general volunteer recruitment but instead recruit volunteers from a range of places, including, but not exclusive to: our project partners, our current pool of experienced participants, on our website www.cartwheelarts.org.uk, social networks and in our newsletter.

Recruitment process:

Step 1

We will endeavor to ensure recruitment materials are distributed widely to all sections of the community and in formats appropriate to the differing needs of a diverse society within our possibilities. We will regularly review our existing procedures and seek advice and support to ensure they are adapted to reach a wider audience when recruitment takes place.

Step 2

We ask all volunteers to complete an application form – so that we can find out a bit more about their experience and interest. Application forms can be typed, hand-written or completed verbally with the project coordinator.

We will ask volunteers for 2 references from someone who has known them for 2 years or more. A referee can be a friend or neighbour, but it cannot be someone who you are related to, or who lives in the same house. If the volunteer is struggling for a suitable referee, because, for example, they are a new arrival to the area, or the UK, we will work with each individual and seek to find a solution.

Step 3

On receipt of an application form & references, the project coordinator will usually invite the volunteer to meet with them for an informal chat or conversation. If the volunteer and coordinator are both happy to proceed a formal induction will be scheduled and references will be contacted.

Please note:

Where an opportunity has more potential volunteers than we are able to accommodate, we may conduct interviews for the voluntary role. We will ensure that all personnel conducting interviews have undergone EDI training prior to sitting on an interview panel.

4. Written Agreement

- 4.1 Cartwheel Arts will give each volunteer a written agreement which will be signed by the volunteer and a representative of Cartwheel Arts. The agreement will set out what is expected of the volunteer and what they can expect from Cartwheel Arts. It will include practical details such as the number of hours they will volunteer, what their specific job role will be, how they will be supported, and what they can do if there are any difficulties. The agreement will make clear that the relationship between the volunteer and Cartwheel Arts does not constitute any formal contract or offer of employment.
- 4.2 Cartwheel Arts reserves the right to revoke a volunteer agreement at any time and for whatever reason without further recourse. The volunteer is entitled to relinquish their position at any time, for any reason without further recourse.

5. Induction

Following successful recruitment and Volunteers will be offered a full induction process with further on-going orientation and training where applicable. This is to ensure an understanding of the work of Cartwheel Arts and their role within the organisation. This will include:

- Some information about CA, our vision, mission and our future plans
- The role of the volunteer
- A list of all staff members and volunteers
- Introduction to some volunteers (if applicable)
- Copy of all the relevant policies including this volunteer policy and also our Health and Safety, Equality and Diversity and Complaints procedure, Grievance procedure, Harassment policy, Safeguarding of Children, Young People & Adults & Risk Codes of practise and policies, Confidentiality, Data Protection, Fire Safety (applicable if working in premises) and Child protection (if applicable).
- Essential procedures such as timekeeping, expected hours
- Information about induction, training, and ongoing learning opportunities

During the Induction, we will seek to understand more about the volunteer, including any access requirements, training, or support that you may need. We will also seek to understand more about your long-term aspirations and how volunteering with Cartwheel can help to support you achieve these.

6. Support & Supervision

- 6.1 We will ensure volunteers are given clear roles which complement the activities of paid staff but do not replace a paid role. Volunteers will be given adequate support and supervision by staff trained to offer it, every 3 months during an active volunteering period, unless the period is less than 3 months wherein supervision will take place at a mid-point and end-point agreed between the volunteer and

supervisor. Written information and guidance will be given to volunteers where appropriate and offered in alternative formats to suit specific needs.

- 6.2 Volunteers will be offered support and supervision. How this takes place will vary according to the needs of the volunteer, the role they have undertaken, and the judgment of Cartwheel Arts.
- 6.3 Overall responsibility remains with the Project Coordinator. Specific, day to day support will be offered by named individuals. It may be their specific job to support the volunteer in their general work, or it may be that a particular task requires the expertise of a certain member of staff.
- 6.4 We will use ongoing Supervisions with the volunteer to understand their training needs and aspirations. This is also an opportunity for the volunteer to give us feedback on volunteering and inform us of any new access requirements or training needs. Training opportunities relevant to the role undertaken and/or Cartwheel's ongoing work will be made available to volunteers free of charge and with transport support. These opportunities are subject to availability and funding but Cartwheel will endeavor to provide accessible training once per year.
- 6.5 Volunteering should be of mutual benefit to the organisation and the volunteer. Where possible the experience is intended to offer some form of development and progression for volunteers that meets their interests and fulfills the needs of the organisation in the work we undertake. We may have specific tasks and roles in mind but we will also welcome creative suggestions and ideas that would be of mutual benefit.
- 6.6 Cartwheel recognises that volunteering can be a significant first step into paid employment for some individuals. Whilst we cannot commit to offering every volunteer paid work, Our Pathways to Employment Addendum (as part of this Volunteers Policy) stipulates that where there is a business case for contracting additional short-term contracts to increase capacity in the staff team, and where the level of work equates to the salary bracket, Cartwheel Arts may offer paid employment to Cartwheel Arts volunteers exclusively.
- 6.7 Volunteers are invaluable and recognition of volunteer contributions will be documented in every supervision and celebrated at key event such as Volunteer's Week (1st -7th June every year).

7. Screening and Police Checks

Checks for criminal convictions and enhanced DBS disclosures will only be made according to our legal requirements and in accordance with the nature of the voluntary work being undertaken for the organisation. A risk assessment will be made to assess whether such checks legally required or to minimise any risk to vulnerable client groups.

8. Young Volunteers

Volunteers who are below the age of 16 years old must have written consent of their parent or legal guardian prior to volunteering.

Cartwheel will ensure that:

- Anyone acting in a supporting role should be skilled and competent at supporting young people from a variety of backgrounds and abilities
- There are adequate safeguarding measures in place so that young people are not placed at any additional risk. Including risk assessing the tasks the young person will be involved in
- Support is available to young volunteers if they are worried about their own or someone else's wellbeing
- Regular supervision and support are provided
- The induction process will be tailored so that it is accessible and covers any additional requirements or questions a young volunteer might have

9. Expenses

Out of pocket expenses, travel and subsistence costs arising from work taking place away from the Cartwheel Arts office will be reimbursed. Receipts are to be presented to both the Programme Coordinator and Finance Officer for expenses claims. The Programme Coordinator will ensure that accurate bank details are collected to reimburse the volunteer, and we aim to do this within 14 days of presenting receipts. In general, Cartwheel Arts does not hold cash on site, but we can support by purchasing goods or expenses in advance e.g. booking taxis / buying lunch. Please speak with the Programme Coordinator to discuss.

10. Access to Property and Materials

Volunteers shall be given appropriate access to the property of the organisation and those materials necessary to fulfill their tasks. Volunteers shall receive training in the correct operation of equipment. Property and materials shall only be used when directly required for the volunteer task. Volunteers must seek assistance from the organisation if they are unclear or unsure about any aspect of the operation of equipment.

11. Insurance, Health and Safety, Accidents and Risk Assessment

- 11.1 Cartwheel Arts will undertake risk assessments of agreed activities for volunteers.
- 11.2 Cartwheel Arts has a valid insurance policy so that volunteers are covered by public liability, which all volunteers are advised to read. Volunteers will be covered by Cartwheel Arts' insurance policy whilst undertaking agreed activities.
- 11.3 Cartwheel Arts also has a Health & Safety policy which we will keep reminding you of and give simple instructions on how to perform each task safely. We have clear

procedures for accidents and emergencies and will always have a first aider on field sites.

- 11.4 Volunteers are responsible for their own health and safety and should not put themselves in a position that could place them, or others, in danger. Volunteers should never undertake any work if they have concerns about their own or others' health and safety. If they have any such concerns, they should stop the work and raise these with Cartwheel Arts Health & Safety nominated leader or their line manager.
- 11.5 Cartwheel Arts will deliver the adequate training needed for the activities the volunteers will be involved in. All activities at Cartwheel Arts are risk assessed.

12. Confidentiality

- 12.1 Cartwheel Arts has an Information Governance policy that complies with the Data Protection Act 2018 (DPA 2018). Our Information Governance Policy sets out our commitment to protection personal data and how we implement that commitment with regards to the collection and use of personal data.
- 12.2 Volunteers will need to exercise confidentiality and diplomacy with regard to the work of the organisation. This will be stated in the written agreement and the induction process.
- 12.3 Failure to maintain confidentiality could lead to Cartwheel Arts withdrawing the volunteering opportunity from the volunteer.

13. Personal File

- 13.1 Cartwheel Arts will keep an administration file for each volunteer for the time of engagement and beyond during the **5 following years**. The file may contain the following: contact details, supervision and training records, tasks undertaken, evaluation records, and copies of signed documentation such as the written agreement and induction.
- 13.2 The file will be stored securely, in Cartwheel's database (paper files are stored in locked cabinets, and our online database is password protected). These can only be accessed by staff members and are not publicly available. Volunteers will have the right to view any information held in their file.
- 13.3 Information will be kept confidentially and in accordance with Data Protection legislation.

14. Anti-Discrimination

Cartwheel Arts is committed to anti-discrimination, embracing diversity and promoting equality and inclusion. When representing Cartwheel Arts as a volunteer

we expect you to support demonstrate our commitment to promoting equality, tackling discrimination, and fostering good relationships between diverse groups. Volunteers are expected to read our Equality, Diversity and Inclusion policy and upholding these values in your role.

15. Complaints and problems

Volunteers will be encouraged to discuss issues informally to facilitate a speedy resolution of any problems. Volunteers will be referred to Cartwheel's Arts Complaints Procedure, as per staff members.

16. Consultation and Review

Cartwheel Arts will regularly review and update its policies, practice and procedures regarding volunteers. The views of volunteers will be sought as part of this process.

17. Volunteers and Income Support

- 17.1 Cartwheel Arts acknowledges that volunteering will not adversely affect people in receipt of benefits provided they are honest and direct with benefits agencies. However, detailed rules and regulations govern this area and it is beyond the remit of this policy to address this in detail. Consequently, when volunteers in receipt of benefits join the organisation, we will advise them to seek specific guidance.
- 17.2 Cartwheel Arts cannot offer advice on welfare benefits to potential volunteers. It is the responsibility of potential volunteers to enquire with the relevant benefits service as to how volunteering may affect them financially.

This is the Volunteer Policy of **Cartwheel Arts**

It will be reviewed every 3 years. Volunteers will be made aware of any and all updates and changes to the Volunteer Policy through a scheduled supervision.

Date of next review January 2027

Signed



Name: Alyson Malach

Position: Chairperson of Board of Directors.

Date: 08.02.2024

Signed



Name: Hebe Reilly

Position: Director of Cartwheel Arts

Date: 08.02.2024



Pathways into Employment Addendum Jan 2024

1. Purpose & Definitions:

This policy supports our commitment to improve pathways into employment with the arts and cultural sector. It sits in conjunction with our Volunteer Policy. It provides transparent and fair guidance, for individuals who are currently identified as an 'Active Volunteer' who may be offered paid employment.

An '**Active Volunteer**' refers to:

- an individual who has successfully completed their Volunteer Induction **and**
- has been actively volunteering for Cartwheel within the most recent 12-month period. This may include regular weekly activity or supporting on a few various events and workshops.

An individual is not considered an 'Active Volunteer' if:

- they have not volunteered for Cartwheel within the most recent 12-month period **and / or**
- they have completed a Volunteer Exit Interview.

2. Contracts

This policy refers to employment opportunities offered via PAYE and does not apply to freelance opportunities (please see our Freelancer Code of Conduct for further information).

The contract offered will generally be a fixed term PAYE contract – meaning the role is not, in the first instance a permanent one, and a specific finish date for the contract will be provided. Cartwheel cannot guarantee work beyond the specified contract finish date.

3. The Business Case

Any job role Cartwheel Arts creates must, in the first instance meet the organisations' business needs – e.g., add necessary capacity or providing a new skill or service that the business requires at that time.

New job roles must first be approved by the HR Task Group, who will provide scrutiny on the purpose and conditions of the role, before being shared with the Full Board for approval. All roles will be clearly defined, and the pay scale reviewed in line with the job description to ensure that the salary offered is fair and equitable.

Paid roles being offered via the Pathways to Employment Policy must demonstrate a higher level of responsibility than a voluntary role. These higher levels of responsibility include:

- 3.1 Successfully completing the full Cartwheel Arts staff induction including accessing training and the Staff Handbook.
- 3.2 Employees (as opposed to volunteers) will not receive any travel expenses to and from the primary place of work.
- 3.3 Employees are expected to attend work at the specific times agreed – frequent failure to attend work will result in the termination of paid employment.
- 3.4 Employees will have regular supervisions (monthly but more regularly upon agreement of the worker) and are expected to update their designated line manager on work tasks, as well as communicating any access or support needs.
- 3.5 Employees will be given some responsibility for managing their workload, attending meetings with staff, and completing tasks to set deadlines.

4. Recruitment Process:

- 4.1 Volunteers are recruited and managed as per our Volunteer Policy and must have undertaken regular voluntary activity within the 12 months prior to the employment opportunity arising.
- 4.2 The business case for the employment must be clearly identified by the Operations & Development Manager and the Director and approved by the Trustees on the HR Task Group.
- 4.3 The role must require a higher level of responsibility than a volunteer could justifiably provide (see section 3)
- 4.4 A job description will be written and advertised to all Active Volunteers. This will be communicated to all 'Active Volunteers' via email, text message, telephone call and/or letter – depending on the preferred method of contact and access requirements of each Active Volunteer.
- 4.5 All opportunities will have a clear deadline, at least 3 weeks from the date of advertisement, with clear guidance on how to apply with fair and transparent criteria.
- 4.6 Cartwheel are committed to diversity and inclusion in our hiring practices. All opportunities will include a diversity and inclusion statement.
- 4.7 Clear criteria, specific to the role being offered will be written and approved in advance of the recruitment process.
- 4.8 Applications will be reviewed by the staff member expected to manage the role, alongside the Operations & Development Manager and / or Director, with accessible interviews and conversations being offered to those who meet the criteria.
- 4.9 Alongside the specific criteria for the role, the following will also be taken into consideration when assessing applicants:
 - 4.9.1 Whether the volunteer has already undertaken paid employment with Cartwheel Arts (this is to ensure fair distribution of work across the volunteer pool)
 - 4.9.2 Whether the volunteer can commit to the required time and work pattern of the role (this will be in line with our Flexible Working Policy)

5. Following Recruitment

Unsuccessful candidates:

- 5.1 Can expect to receive Supervision with either the Programme Coordinator they work with or the Operations & Development Manager.
- 5.2 This is an opportunity to receive feedback on their application, and to provide feedback to Cartwheel on the process, and any support they wish to receive with their next steps.

Successful candidates will:

- 5.3 Be offered a Fixed Term PAYE contract with a clear start and finish date and expected hours of work. These must be adhered to.
- 5.4 Receive a full Cartwheel Arts induction, including training and support.
- 5.5 Training and support will vary depending on the job role, but all employees at Cartwheel, depending on their length of service can expect to receive some, if not all the following (please note this list is not exhaustive):
 - Safeguarding training
 - Health & Safety training
 - Equality, Diversity & Inclusion training
 - Support with using relevant technology for the role
 - Supervision from line manager
 - Peer support from colleagues and partners where appropriate
 - Opportunities to request further Continued Professional Development (CPD) via their line manager and / or the Director

This is the Pathways into Employment Addendum of the Volunteer Policy of **Cartwheel Arts**. It should be read in conjunction with both the full Volunteer Policy and the Recruitment & Selection Policy. It will be reviewed every 3 years.

Date of next review Feb 2027.

Signed



Name: Alyson Malach

Position: Chairperson of Board of Directors.



Signed

Name: Hebe Reilly

Position: Director of Cartwheel Arts