

VOLUNTEER MANAGEMENT POLICY

AREAS OF APPLICABILITY

All activities undertaken by volunteers on behalf of the Abbey Line Community Rail Partnership (ALCR).

EXAMPLES OF APPLICABILITY TO ABBEY LINE CRP ACTIVITIES

Some examples of activities that this policy is applicable to are listed below, but it should be noted that there will be other activities covered by the policy:

- Recruitment of volunteers
- Activities on stations
- Activities at external events

POLICY

Recruitment

The ALCRP is an inclusive organisation, welcoming volunteers, individuals and partner organisations from across all local communities. Wherever possible, the body of volunteers should reflect the diversity of the local community.

ALCRP will:

- Ensure that the advertising process for volunteers does not exclude, either directly or indirectly, any groups within the community
- Ensure that those involved in the selection process for volunteers are appropriately trained in equality issues
- Make changes to roles to make them more accessible, where appropriate

Health & Safety

It is essential that any risks to the health and safety of volunteers are minimised, and that the actions of volunteers do not create risks for members of the public.

- The CRP Officer will ensure that volunteers are provided with the appropriate safety equipment for the task that they are undertaking
- All volunteer activities will be subject to a risk assessment
- All volunteers will be provided with the train operating company briefing on volunteering on railway property, where appropriate

Safeguarding

Volunteers can provide additional eyes and ears in the protection of children and vulnerable adults.

- All volunteers will be required to read the Working with Children, Young People and Vulnerable Adults policy

Induction, Management and Training

Volunteers will receive induction which will include:

- The policies of the CRP
- A clear statement of the volunteer's role and responsibilities
- Agreement with the Code of Conduct
- Details of line management and other contacts
- Procedures e.g. for complaints, reporting safeguarding concerns
- Signing the Volunteer Register

ALCRP will treat all volunteers with fairness and equity.

The CRP Officer will supervise and support volunteers.

The CRP Officer will advise volunteers on opportunities for further training.

ALCRP will actively seek volunteers' input, and include volunteers in planning for future activities, wherever possible.

Expenses

Volunteers will not be able to claim for expenses in arrears following a volunteering activity. All reasonable costs will be calculated and paid for in advance by ALCRP.

If a volunteer feels they risk being out-of-pocket as a result of a volunteering activity, they should speak with the CRP Officer before the activity takes place to ensure all reasonable expenses are covered.

Knowledge

The CRP Officer will hold regular meetings for all volunteers* so that they can be updated on the CRP's activities and other important matters (e.g. changes to policies).

The meetings will also enable volunteers to raise ideas or general concerns. Every effort will be made to resolve conflicts with all parties present at meetings. The CRP Officer will offer the opportunity for volunteers to meet on a 1:1 basis should that be needed for any reason.

*N.B. In cases of group volunteering - for the purposes of meetings - the group lead is the designated volunteer and is responsible for feeding back to the rest of their group.

Volunteers will be encouraged to attend the Annual General Meeting.

Volunteers Provided by Third-Party Organisations

This policy is primarily aimed at volunteers who are directly engaged by ALCRP. However, volunteer activities may also be delivered by ALCRP member organisations or other third-party bodies. In such cases the primary responsibility for ensuring good practice will rest with the third-party organisation.

However, the Health and Safety section of this policy still applies. ALCRP will also ensure that the third-party organisation has suitable policies in place to ensure that their volunteers represent the diversity of the local community.

RESPONSIBILITY

The day-to-day responsibility for ensuring that this policy is followed rests with the CRP Officer.

In addition, there is a named individual on the CRP Steering group who is the Volunteer Management champion.

USEFUL REFERENCES

"Station Adoption – A guide for the local community" – Community Rail Network

DATE OF ADOPTION: 18/02/2026

REVIEW DATE: May 2027
