

## 1 Policy Statement

- 1.1 The Charity recognises that it has significant assets of the Charity, and is committed to improving the experience for all volunteers.
- 1.2 As far as possible, the Charity will support volunteer working arrangements. A volunteer can request a copy of the policy. Volunteer home working is one of the flexible working options. Volunteer home working can be requested by volunteers.
- 1.3 Home working has been introduced with the aim of providing a better balance between volunteering and domestic, paid work, and other activities and commitments. Volunteer home working can be beneficial for both the Charity and the volunteer. The Charity tries to accommodate it wherever possible.
- 1.4 The policy fits with the Charity's commitment to the highest standards of service to its beneficiaries and achievement of its aims by providing a better working environment for volunteers.
- 1.5 A change in volunteering to home working can be temporary or permanent.
- 1.6 This policy applies to all volunteers. The Charity will treat all volunteers equitably, whether home or office working.
- 1.7 This policy does not form part of the contract between volunteer and Charity.
- 1.8 The Charity may update this policy from time to time.

## 2 Policy Aims & Benefits

- 2.1 This policy aims to:
  - 2.1.1 increase the options for volunteering arrangements;
  - 2.1.2 reduce costs;
  - 2.1.3 increase efficiency;
  - 2.1.4 improve volunteer retention;
  - 2.1.5 improve volunteer recruitment.
- 2.2 The benefits of this policy for volunteers include:
  - 2.2.1 retention of trained volunteers who might otherwise have to cease volunteering for domestic reasons, resulting in savings on the recruitment and training of new volunteers;
  - 2.2.2 reduction in office accommodation space;
  - 2.2.3 greater volunteer satisfaction and responsibility;
  - 2.2.4 enhanced quality of service to beneficiaries;
  - 2.2.5 greater flexibility for volunteers with other and domestic/other commitments;
  - 2.2.6 furtherance of the Charity's aims. For example, home working can help volunteers with other commitments.

## 3 Volunteer Home Working Details

- 3.1 Volunteer home working is when a volunteer does some or all of their role at home.
- 3.2 Home working can be divided into three categories:

- 3.2.1 **Regular home working** – volunteers who work from home on a regular basis
- 3.2.2 **Occasional or ad hoc home working** – volunteers who work from home on an ad hoc basis, without a formal agreement to work from home

formal agreement to work from home. The Charity's office.

## 4 General Principles

- 4.1 All volunteers, whether working from home or from the Charity's office base, are required to comply with the policies and procedures of the Charity.
- 4.2 Volunteers who work from home are subject to the same rules, policies, procedures and expected standards of conduct as all other volunteers. These include the Charity's general volunteer policy and the specific rules that apply to those specifically for volunteers.
- 4.3 When home working, the duties and responsibilities of the volunteer (as set out in their agreement with the Charity) will continue to apply.
- 4.4 The Charity encourages and supports volunteers to work from home where it meets the Charity's needs. A volunteer can request to work from home on a temporary or permanent basis.
- 4.5 The Charity will decide whether a volunteer [line manager][coordinator] is suited to home working. The << volunteer [line manager][coordinator] will consider the appropriateness of home working for them and will implement the decision. There should be demonstrable benefits to both the Charity and its volunteers.
- 4.6 While volunteers work from home, the Charity will ensure that they are able to remain as involved as possible in the Charity and its activities, including access to its news, events and benefits, as well as opportunities for volunteer development and training.
- 4.7 The Charity will keep in regular contact with volunteers during their home working via [phone], [email], [video conference] and other means.
- 4.8 The << volunteer [line manager][coordinator] will regularly monitor and review home working arrangements in order to ensure their continued effectiveness. To this end, regular contact should be maintained between the working volunteer and the << volunteer [line manager][coordinator].
- 4.9 If a volunteer at any point feels that they are lacking guidance or support, they should discuss this with the << volunteer [line manager][coordinator] >>.
- 4.10 A volunteer working from home should be provided with a safe and suitable environment in which to work. This may include, for example, making adequate care arrangements for dependents during working hours.
- 4.11 The home working volunteer should be supported by the << volunteer [line manager][coordinator] >> if their home working base is not suitable.
- 4.12 Occasional/ad hoc home working arrangements should be arranged at short notice. For example, a volunteer may be asked to work from home due to severe weather conditions. In these circumstances, the << volunteer [line manager][coordinator] >> should be consulted as soon as they think they will need to request a variation to their volunteering arrangements. The << volunteer [line manager][coordinator] >> will consider the request and either approve it or cancel their volunteering for the day or short period concerned.

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## 5 Applying for Formal Regular Home Working

- 5.1 Whilst volunteers are not entitled to request a variation to their volunteering arrangements, they can request a variation to their volunteering arrangements to work from home.

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- 5.2 To work effectively, home workers must meet the needs of the Charity. Whilst not all volunteer roles can be home working, any request will be considered on its merits.
- 5.3 A volunteer who wishes to apply for home working should discuss it with their line manager or coordinator as a normal part of their volunteer arrangement. The first step should be to discuss the request with the line manager or coordinator as a first step. If they then decide to proceed, the volunteer should send an application letter or form to the line manager or coordinator. An application should allow enough detail for the line manager or coordinator to consider it properly, and so the volunteer should be sent well in advance of when they would like the home working to begin.
- 5.4 A volunteer's written application should contain as much detail as possible about:
- 5.4.1 the nature of their role;
  - 5.4.2 how they think home working will help them, for their role and for the Charity;
  - 5.4.3 how they think it will help the Charity;
  - 5.4.4 why they think they are suitable for home working;
  - 5.4.5 whether home working is a suitable or permanent arrangement;
  - 5.4.6 the date that they propose to start the arrangement;
  - 5.4.7 what their proposed home working arrangement would look like;
  - 5.4.8 how they would carry out their role just as effectively from home;
  - 5.4.9 how they would maintain their contact and relationships with their line manager, colleagues, clients, service users, and other volunteers;
  - 5.4.10 how they would protect the Charity's reputation and its clients, service users, and other volunteers.
- 5.5 The Charity will meet the volunteer to discuss their application and inform the volunteer of its decision in writing as soon as possible. The Charity will notify the volunteer of its decision at the next meeting.
- 5.6 Applications for home working should be considered at the next meeting after the application is received. The Charity will take into account the volunteer's circumstances and the needs of the Charity.
- 5.7 If a request for home working is refused in writing. If a volunteer has been unreasonably refused, they may contact the Charity. The Charity will give the reasons for the refusal and explain why they feel the decision is not reasonable.
- 5.8 A volunteer working from home must sign a home working agreement before being allowed to work from home.
- 5.9 If a home working arrangement is not successful, the Charity will review it after a trial period. If the Charity does not agree to continue the arrangement, the volunteer will return to their normal volunteering arrangement.
- 5.10 The Charity may at any time review a home working arrangement.
- 5.11 If the volunteer moves house, the home working arrangement will be reassessed.
- 5.12 The Charity may end a home working arrangement on reasonable notice if it is proving unsatisfactory (e.g. because the volunteer becomes unsuitable, or the home working does not work as it should be as required).
- 5.13 The Charity may end a home working arrangement immediately if the Charity considers that the volunteer's conduct is unsatisfactory.
- 5.14 The Charity will permit the volunteer to continue their volunteering at the Charity's premises where it ends their home working unless the Charity considers that it would be inappropriate to do so.

end.

- 5.15 If a volunteer wants to bring the role to an end, they should speak to the << volunteer [line manager][coordinator]

## 6 Selection Criteria

In determining whether to grant a role, the following criteria will be taken into account:

- 6.1. whether the role is properly carried out;
- 6.2 the impact on the level of service provided;
- 6.3 whether costs incurred are reasonable;
- 6.4 the needs of the volunteer for the role;
- 6.5 the suitability of the home environment;
- 6.6 the ability of the volunteer to communicate;
- 6.7 whether arrangements can be made for effective communication between the volunteer and the Charity; and
- 6.8 the suitability of the volunteer to carry out the role, whether the volunteer has the necessary skills to carry out their volunteer role effectively from home, taking into account:
  - 6.8.1 ability to work independently;
  - 6.8.2 self-motivation;
  - 6.8.3 self-discipline;
  - 6.8.4 good time management;
  - 6.8.5 ability, through remote working, to liaise with people they will be working with;
  - 6.8.6 ability, as far as necessary, to work from home;
  - 6.8.7 volunteering record, and any previous work experience.

## 7 Equipment and Connectivity

- 7.1 The Charity will loan the necessary equipment to enable the volunteer to work properly and safely from home. The equipment will remain the property of the Charity.
- 7.2 Such equipment may include relevant IT equipment (PC, laptop, printer, etc.) and consumables (e.g. printer paper).
- 7.3 The Charity will bear the cost of the equipment.
- 7.4 The Charity may need access to the equipment to repair or service the equipment. The Charity will give as much notice as possible of any such access to the volunteer. The Charity in relation to such access.
- 7.5 [Equipment loaned by the Charity must be used exclusively by the volunteer for the role. It must not be used by anyone other than the volunteer.] **OR** [The Charity will allow the volunteer to use the equipment for reasonable and necessary personal use and may only be used by the volunteer for reasonable and necessary business.]
- 7.6 The volunteer must keep any equipment loaned by the Charity secure and must take

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- reasonable care of it, and will be responsible for its loss or damage if due to their failure to take adequate care.
- 7.7 The volunteer must return any equipment supplied by the Charity at any time, including when the volunteering arrangement ends.
- 7.8 The volunteer's use of their own equipment for volunteering purposes is permissible if it satisfies the requirements for safety and technical requirements, but the Charity will not be responsible for any loss or otherwise responsible for any damage to the equipment.
- 7.9 Only equipment that is authorised by the Charity may be used by a volunteer for home working.

## 8 Health and Safety

- 8.1 The Charity is responsible for the health and safety of its volunteers, wherever they work, at home or elsewhere. Volunteers must ensure that they take reasonable care not to expose themselves or others to risks to health and safety.
- 8.2 Prior to the volunteer starting work, the Charity will undertake a risk assessment at the volunteer's home to ensure that it is suitable for its purpose and that the work can be carried out safely there. The Charity [will][may] allow this to be completed by the volunteer, but remedial work or measures before the volunteer starts working must be completed prior to the volunteer starting to work from home. Assessments will be carried out periodically.
- 8.3 The home working volunteer must ensure that they work in a safe working environment. They must report any health and safety issues and for reporting any incidents to << Name >>.
- 8.4 If a home working volunteer reports a health and safety incident takes place, they must report it to << Name >> in line with the Charity's health and safety policy.
- 8.5 Failure to comply with these conditions may result in ending the volunteering arrangement.

## 9 Insurance and Other Financial Matters

- 9.1 [Equipment supplied to a home working volunteer is covered by the Charity's insurance policy.] **OR** [A home working volunteer must provide a valid and comprehensive insurance policy for the equipment supplied to them by the Charity for home working.]
- 9.2 It is the home working volunteer's responsibility to provide adequate home buildings and contents insurance. The volunteer must ensure that their home or its contents are adequately insured and contents insurance policy. Before commencing home working, the volunteer must inform their insurance company about the type of volunteering work they will be carrying out at home on a regular basis, and must make sure that the volunteer is fully protected by the insurance.
- 9.3 Some mortgage and rental agreements prohibit home premises to be used for work purposes. The volunteer must inform their landlord or mortgage provider about the volunteering work they will be carrying out at home on a regular basis and obtain their permission where necessary.

## 10 Confidentiality, Security and

10.1 The home working volunteer will ensure the security of all Charity property, information, files, and

10.2 The volunteer, whether working from home or the Charity's base, must make themselves familiar and competent with the Charity's Protection Policy.

10.3 The Charity has a particular interest in ensuring that home working volunteers maintaining data security. It will carry out a data security assessment before deciding whether or not to agree to a volunteer's request and will periodically carry out further such risk assessments.

10.4 The home working volunteer will ensure that they will not disclose any confidentiality of material in accordance with the Charity's requirements. The line manager >> that they will determine whether they are able to retain the security of information within their home.

10.5 The volunteer must ensure that all information and that held on their behalf and accessed, including written information and cannot be accessed by other parties. Volunteers must not take any action that might prejudice the security of such information.

10.6 A volunteer must report any action taken for the protection of security, confidentiality or data protection to <<state job title >> immediately.

## 11 Hours of volunteering

A volunteer working from home can choose when and how to work. Volunteers and << the volunteer coordinator >> should agree an appropriate working pattern. A home working volunteer should take appropriate breaks.

## 12 Inability to carry out role due to illness or injury

If a volunteer cannot work on a home working basis due to illness or injury, they should follow the procedure set out in their volunteer agreement.

## 13 Expenses

13.1 The Charity will reimburse expenses incurred by the volunteer in accordance with the volunteer agreement [and in addition the following types of expense, e.g. travel from home to office for the purpose of the volunteer's role].

13.2 It will, at its discretion, to be reimbursed on a case basis, also reimburse other expenses incurred by the volunteer.

**This policy has been approved & signed by:**

NAME: <<INSERT NAME>>

POSITION: <<INSERT POSITION OF TRUSTEES>>

DATE: <<DATE>>

SIGNATURE: