



To celebrate the end of National Volunteers Week 2014, in which our Volunteer Centre colleagues hosted a variety of promotional events including open days, charity fairs and street collections, the Volunteer Centres in Worcestershire are launching a Volunteer Charter to maintain the momentum of collaborative work begun in 2008 with Capacitybuilders and further developed through the Volunteer Management Programme and the recently completed Transforming Local Infrastructure project.

The Volunteer Charter was developed in consultation with volunteer managers across the county, to promote good practice in managing volunteers, and to ensure that volunteering is open to all. We are inviting organisations in Worcestershire to endorse the Volunteer Charter and confirm their support for the following principles:

## **Volunteer Charter**

**Worcestershire will be a place which fully values its volunteers and their contribution to the social and economic welfare of the local community. We will ensure that:**

- All volunteers are treated with fairness
- Travel, and any other agreed out of pocket expenses are reimbursed
- Volunteers are aware of how to raise a concern and how it will be handled
- Our organisation expresses its appreciation of the volunteers' contribution
- Volunteers' views and opinions are invited and taken into account within our organisation

**Worcestershire will offer a high standard of volunteering experience for people who volunteer. We will ensure that:**

- Recruitment procedures are fair, efficient and consistent
- Volunteers are introduced to the general work and ethos of our organisation
- Relevant training and development opportunities are offered which ensure volunteers gain maximum satisfaction and enjoyment from their roles
- Any physical and emotional risks of volunteering are identified, minimised and covered by adequate insurance
- A named supervisor will provide appropriate ongoing support for each volunteer role