

Volunteer Policy & Procedures

Effective from 3rd November 2026
Next review due: 3rd November 2027
Approved by: Mama2Mama Board of Trustees

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Issue date	3rd November 2026
Next review	3rd November 2027 (annually, or sooner after material changes)
Organisation	Mama2Mama Baby Essentials CIO | Charity no. 1199777

This policy replaces the Volunteer Policy of February 2024.

1. Purpose, scope and principles

Mama2Mama welcomes volunteers to support its baby bank, donations, sorting, logistics, outreach, fundraising, events and other approved activities. Volunteers are valued members of the team, not substitutes for properly funded staff. This policy applies to individual, corporate, school and young volunteers where an activity is approved.

Our commitments are dignity, safety, inclusion, confidentiality, reliability, mutual respect and meaningful opportunities for learning. We welcome volunteers with lived experience of receiving support.

2. Roles and responsibilities

Trustees oversee the policy, safeguarding and significant concerns. The CEO is accountable for implementation. A designated Volunteer Coordinator or delegated staff member maintains recruitment, induction, attendance, training and support records; a Session Lead supervises activities and safety during each shift. Volunteers must follow instructions, report concerns promptly and work within the limits of their assigned roles.

Mama2Mama will keep current named postholders and safeguarding contacts in the operational contact sheet.

3. Recruitment, selection and safer onboarding

Vacancies may be promoted through word of mouth, social media, Volunteer Centre Greenwich, community networks, corporate partners and appropriate online platforms. Each opportunity should have a written role outline stating tasks, location, expected commitment, supervision, boundaries, essential criteria and any physical demands or risks.

Applicants complete a proportionate registration/application form and have an informal discussion or interview. Formal interviews, references and further checks are used where risk and responsibilities justify them. Selection is fair, accessible and based on suitability; reasonable adjustments are considered.

The coordinator documents a role-based risk assessment and safer recruitment decision. DBS checks are requested only for roles legally eligible for the relevant level of check; a DBS check is not automatically required for every volunteer. Safeguarding checks, identity checks, references and training must match the duties. No volunteer begins unsupervised or sensitive duties before required checks are completed.

4. Volunteer agreement and status

Volunteers receive a written role outline and sign a volunteer agreement explaining expectations, confidentiality, safeguarding, attendance and expenses. The agreement is not intended to create a contract of employment; no minimum hours, payment or ongoing work is guaranteed. Either party may end the arrangement. Reimbursement is limited to genuine approved out-of-pocket expenses, not a reward for work.

5. Induction and training

Before starting work, every volunteer receives an induction checklist covering Mama2Mama's mission; role and supervision; safeguarding and reporting; confidentiality and UK GDPR; equality and respectful behaviour; fire exits and evacuation; first aid and accident reporting; manual handling and hygiene; equipment and IT; expenses; raising concerns; and boundaries with families and colleagues.

Volunteers are given this handbook (electronically or in print), relevant policies, a tour, and practical task demonstration. The coordinator records induction completion and any additional training, refresher dates and required role-specific competence. Young people receive age-appropriate induction.

6. Supervision, support and communication

Each volunteer has a named staff contact or experienced buddy, with a responsible staff supervisor accessible for escalation. Mama2Mama provides an open-door approach, shift check-ins, informal support and telephone/email contact where appropriate. Volunteers may join relevant team briefings or volunteer group meetings.

The coordinator offers periodic feedback/review conversations, records agreed development actions when appropriate, and checks wellbeing, workload, adjustments and role fit. Sensitive or performance-related conversations are documented proportionately and confidentially. Volunteer communications may include an opt-in group or newsletter; consent and privacy rules apply.

7. Boundaries, conduct and safeguarding

Volunteers must act respectfully, avoid discriminatory or harassing behaviour, protect children and adults at risk, and keep professional boundaries with families, referral partners, donors, staff and volunteers. No unauthorised home visits, private contact, exchange of money, personal gifts, photos, social media contact or sharing of personal information.

Any immediate danger: call 999 and inform the Session Lead. Safeguarding concerns must be reported promptly to the designated safeguarding lead or deputy and recorded factually; do not promise secrecy or investigate independently. Concerns about the lead must be escalated to the CEO/trustee safeguarding contact or relevant statutory service. Whistleblowing channels remain available.

Volunteers must not access or distribute donated items for themselves outside the approved referral process. Volunteers who also receive support use the normal professional-referral route, preferably outside their volunteer shift, with no preferential treatment.

8. Health, safety and role risk assessments

Mama2Mama will maintain suitable activity/site risk assessments, provide safe systems of work, appropriate instruction and equipment, and make first-aid and emergency arrangements known. Volunteers follow manual-handling limits, avoid unsafe lifting, report hazards, accidents and near misses immediately, and never undertake tasks they are not trained or authorised to perform.

Additional controls apply to collections, driving, public events, food handling, lone working, electrical equipment and work with children. Any role involving driving requires checks on licence, vehicle insurance and approved use. Volunteers may stop work they reasonably believe is unsafe and notify the Session Lead.

9. Young volunteers and school groups

Under-18 participation requires a documented age-appropriate risk assessment, parental/guardian consent and emergency details, suitable supervision, relevant insurance checks and compliance with child employment, safeguarding and working-time rules as applicable. The 2024 policy required a DBS-checked leader, adult accompaniment for under-14s and travel arrangements for under-16s; these remain baseline safeguards subject to current risk assessment and lawful DBS eligibility.

Under-14s attend only in suitable supervised activities with a parent/responsible adult present. Under-16s must be accompanied to/from sessions by a parent/responsible adult unless a written, risk-assessed arrangement is agreed; 16–17-year-olds require confirmed travel arrangements. Under-18s must not leave a supervised session without an agreed procedure.

School visits require advance names/numbers, school supervision and safeguarding responsibilities, emergency and additional-needs information collected securely, task-specific safety briefing and the right to stop unsafe activity. Adults must have the checks legally appropriate to their role; a DBS certificate alone is not a substitute for supervision.

10. Volunteer expenses

Mama2Mama aims to reduce financial barriers. The February 2024 policy offered travel reimbursement up to £5 per volunteering day for a session of at least two hours, on receipt of an expense form and evidence within one month. This remains the baseline, subject to management confirmation and accessibility exceptions.

Expenses must be actually incurred, reasonable, pre-agreed where possible and supported by receipts/tickets; claims are submitted to the Session Lead within one month. The finance approver checks and records payment. Other necessary expenses or exceptions need advance approval. No flat-rate attendance allowances or payments in place of expenses. Volunteers should never be expected to incur costs without knowing the policy.

11. Confidentiality, privacy and records

Volunteers must only access personal information needed for their role, keep records secure, avoid discussing families or referrals outside authorised work, and immediately report data incidents. Photos, stories and testimonials require appropriate consent and authorisation. Mama2Mama processes volunteer information under its privacy notice, UK GDPR and Data Protection Act 2018, using lawful bases, retention schedules and restricted access.

Information may be shared where lawful and necessary, including for safeguarding and statutory obligations. Volunteers using charity devices or accounts must follow the relevant IT/device policy.

12. Equality, inclusion and adjustments

Mama2Mama provides fair access and does not tolerate discrimination, victimisation, bullying or harassment. Volunteers can request reasonable adjustments, accessible information or a confidential discussion about barriers. Any allegation is handled promptly and fairly, with appropriate safeguarding action where relevant.

13. Concerns, complaints and fair resolution

A volunteer can raise a concern verbally or in writing with the Session Lead or Volunteer Coordinator. If the issue concerns that person, it may be raised with the CEO; concerns about the CEO may be referred to the Chair of Trustees (Miroslava Zverbikova, zverbikovam@yahoo.com). Serious safeguarding, criminal or whistleblowing matters follow the relevant escalation routes immediately.

Normally acknowledge a complaint within 5 working days; aim to investigate and respond within 20 working days, explaining any delay. Explain the concern, listen to affected parties separately, record evidence fairly, protect confidentiality as far as possible, and offer a review by a person not previously involved, normally requested within 10 working days. Record outcomes, actions and learning. Volunteers may seek support from a trusted person or Volunteer Centre Greenwich. No retaliation for good-faith concerns.

14. Performance, conduct and ending a placement

For routine concerns, clarify expectations, provide feedback and training, and agree improvements with a reasonable review date. For serious misconduct or safety risk, Mama2Mama may immediately suspend duties while concerns are considered, without prejudging the outcome. The volunteer has an opportunity to respond; a manager not directly involved should review significant decisions where practicable. Possible outcomes include support, change of role or ending the placement.

Volunteers may leave at any time and are invited to a short exit conversation. Access, keys, equipment and confidential records must be returned or disabled promptly. Volunteers can request an appropriate factual reference, subject to authorisation and available records.

15. Recognition, development and feedback

Mama2Mama thanks volunteers through personal recognition, optional certificates, milestones, learning opportunities, newsletters and approved publicity (with consent). Acknowledgements, training achievements, attendance hours and contributions may be recorded with appropriate privacy controls. Volunteers may be nominated for Volunteer Centre Greenwich recognition schemes, including 100-hour and 250-hour awards where eligible. References or leaving letters may be provided on request, following a consistent approval process.

16. Insurance and partnership volunteering

The organisation will confirm that relevant public/employers' liability and other insurance arrangements cover approved volunteer activities, including off-site, young, corporate and event participation where applicable. Volunteers must not assume personal vehicles, possessions or unapproved activities are insured. Corporate or school groups receive a named lead, safety briefing and clear allocation of supervision responsibilities.

17. Monitoring, documents and review

Maintain a secure volunteer register with contact/emergency details, signed agreement, role, risk assessment, checks where relevant, induction/training, attendance, expenses, incidents and support notes with defined access and retention. Review this policy every 12 months, and sooner following legal, operational or safeguarding changes. The trustees approve substantive amendments.

Associated documents: Volunteer Handbook; Volunteer Agreement; Role Description; Application/Registration Form; Recruitment Risk Assessment; Induction Checklist; Expense Claim Form; Complaints Record; Safeguarding Policy; Health and Safety Policy; Data Protection Policy; Equality Policy; Referral Policy; Incident Form. References to these documents do not mean they have all been verified as existing.

Policy approval record

Approved by the Board of Trustees on:	3rd November 2026
Minute reference:	October 2026 trustee meeting minutes
Next review:	3rd November 2027

Miroslava Zverbikova

Miroslava Zverbikova
Chair of Trustees
Signed electronically on 3rd November 2026

Agnieszka Derejska

Agnieszka Derejska
Trustee
Signed electronically on 3rd November 2026

Hazel Chawapiwa

Hazel Chawapiwa
Trustee
Signed electronically on 3rd November 2026

Roy Gopaul

Roy Gopaul
Trustee
Signed electronically on 3rd November 2026

Zuzana Fratrikova

Zuzana Fratrikova
Policy owner · Founder & CEO
Signed electronically on 3rd November 2026

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If you would like to volunteer, or have a question about this policy, contact info@mama2mama.org.uk.

