**Volunteer Code of Practice**

All volunteers with York Neighbours (YN) want to provide the best service they can, so they sign up to the YN Code of Practice.

This is a summary of the important points. A full copy of the Code of Practice can be found on the YN website: www.yorkneighbours.org.uk - or you can request a paper copy from the office.

Before acceptance, all volunteers undertake an interview and training process including taking up references, safeguarding training, and a police check (DBS).

All volunteers sign a confidentiality agreement.

All volunteers carry a photo identity card with their name on - and before they visit, the YN Co-ordinator will tell you their name.

Following a task the Co-ordinator will telephone both the volunteer and the Neighbour to make sure both parties are happy with what happened.

Under no circumstances will a volunteer accept money for themselves from those they visit.

If the volunteer goes out with a Neighbour then the Neighbour will pay for any of their own items of shopping and their own bus fare. If they use the volunteer's car, the Neighbour will be asked to pay £4 for the

journey which they give to the volunteer. This is a standard fee for all journeys

where a Neighbour is going out in a volunteer’s car.

Any donations to the work of York Neighbours can be made by contacting the office or given to the volunteer. However, a donation is not necessary or expected to receive our service.

Under no circumstances will a volunteer accept a bank card and pin number to go and get cash out on behalf of a Neighbour.

Volunteers carry a duplicate receipt book so that if they are given cash to go shopping the amount will be recorded on the receipt and the Neighbour asked to sign.

If either a volunteer or a Neighbour is unhappy with any aspect of the YN service they should speak to the Co-ordinator in the first instance. The Co-ordinator will do her best to resolve the issue to the satisfaction of both parties but if this is not possible they will be given a copy of the complaints procedure.

If the complaint is against the Co-ordinator they should ring the York Neighbours office on 01904 891627 and ask for a copy of the complaints procedure.

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