



Volunteer Management Policy

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1. Purpose:

Neighbourhood Watch Scotland (NWS) recognises that volunteers are central to achieving our mission of inspiring, encouraging and enabling the people of Scotland to become more connected and actively engaged to improve community wellbeing.

NWS volunteers contribute their time, knowledge, and experience to support local schemes, members, and community safety initiatives. NWS is committed to helping our volunteers feel supported, respected, and clear about their responsibilities while upholding appropriate standards of conduct, governance, and accountability.

This policy aims to:

- Provide a framework for safe and effective volunteering with NWS.
- Outline the principles guiding the volunteer relationship.
- Define volunteer roles, responsibilities, and standards of behaviour.
- Outline the support and protections available to volunteers.

2. Scope:

This policy applies to all NWS volunteers (except Trustee Board Members, who are required to comply with NWS governance procedures and OSCR guidance). For clarity, the term 'volunteer' includes:

- Neighbourhood Watch Coordinators
- Deputies acting on behalf of Coordinators
- Formal Neighbourhood Watch members undertaking volunteer duties
- Individuals supporting NWS activities at the direction of a Coordinator or NWS staff.

This policy should be read alongside:

- NWS Values and Code of Conduct/Behaviour Charter (Appendices A and B)
- Volunteer Complaint and Appeal Policy
- Equality, Diversity & Inclusion Policy
- Data Protection Policy
- Safeguarding Policy

All policies and documents referenced above are available at:

www.neighbourhoodwatchscotland.co.uk

3. Volunteer Rights & Expectations

3.1 NWS Commitments to Volunteers

NWS commits to:

- Providing guidance and support.
- Sharing relevant safety and crime prevention information.
- Maintaining accessible communication channels.
- Ensuring fair treatment.
- Helping when concerns arise.

3.2 Volunteer Rights

Volunteers have the right to:

- A supportive, inclusive and respectful working environment.
- Access relevant information and guidance to perform their duties.
- Receive appropriate training and resources relevant to their role.
- Have their contributions recognised and valued.
- Raise any concerns or issues in a safe and confidential manner without fear of reprisal.

Volunteering with NWS is based on a mutual, non-contractual relationship.

3.3 Volunteer Responsibilities

Volunteers are expected to:

- Act in a professional, courteous, and respectful manner, in accordance with the NWS Values and the NWS Code of Ethics / Behaviour Charter.
- Comply with relevant NWS policies, including:
 - Equality, Diversity & Inclusion Policy
 - Volunteer Complaints Policy
 - Data Protection Policy
 - Safeguarding Policy
 - Branding Policy
- Respect the confidentiality and privacy of community members.
- Report any safety or safeguarding concerns promptly to the appropriate authority and/or the NWS Team.
- Promote community safety responsibly and ethically.

- Represent NWS appropriately, ensuring that any public statements, communications, or use of NWS branding reflect organisational values and guidance.
- Operate within the boundaries of their volunteer role and not present themselves as acting on behalf of NWS beyond their agreed responsibilities.

3.4 Volunteer Coordinator Role

NWS operates a self-managed volunteering model. As a guide, the role of a Volunteer Coordinator may include:

- Acting as a point of contact between residents, local police teams, and partners
- Maintaining appropriate communication channels
- Sharing crime prevention and community safety information
- Encouraging neighbourliness and community spirit
- Supporting local initiatives and community engagement activities

The specific nature and level of activity undertaken will vary depending on the needs and preferences of the Watch and the Coordinator.

Volunteer Agreement

All Volunteer Coordinators are required to acknowledge and comply with the NWS Volunteer Agreement, which outlines mutual expectations, standards of conduct, and relevant responsibilities (see Appendix C).

Flexibility of the Role

Neighbourhood Watch Scotland promotes a “**Your Watch – Your Way**” approach. There are no minimum required hours and no prescribed activity levels. Volunteer Coordinators have full flexibility in determining how they contribute, considering their availability, interests, and local circumstances.

Maintaining Role Standards

Volunteer Coordinators are expected to maintain the standards associated with the role throughout their involvement with NWS. Where a Volunteer Coordinator determines they are no longer able to fulfil the role requirements or feels unable to meet the expected standards of conduct, they should notify NWS and step down from the role at the earliest reasonable opportunity.

4. Recruitment & Induction

4.1 Recruitment

NWS volunteers come from diverse backgrounds and experiences. NWS is committed to maintaining an open, inclusive, and transparent approach to volunteering, free from unlawful discrimination.

In Scotland, there is no formal application or screening process for Volunteer Coordinators, and Disclosure Scotland/PVG checks are not required for this role. Accordingly, individuals may undertake the role within their local area provided they:

- Understand the nature and responsibilities of the role.
- Agree to comply with NWS policies and guidance.
- Meet the Volunteer Responsibilities outlined in Section 3.3.
- Adhere to the Standards of Behaviour expected at all times.

Individuals who feel unable to meet these expectations should not take up the role.

4.2 Coordinator Sign-up

Individuals wishing to volunteer with NWS are required to complete the online sign-up process available via the NWS website using the Neighbourhood Alert platform.

The sign-up process is automated and includes:

- Submission of volunteer details
- Acknowledgement of the Volunteer Agreement (Appendix A)

This ensures that the expectations, responsibilities, and standards associated with volunteering with NWS are clearly communicated and understood.

Upon completion of the initial sign-up, the system will forward the request to an NWS administrator for review and approval.

At this stage:

- A member of the NWS team may contact the prospective volunteer by telephone.
- This contact is intended to verify details and ensure the Watch information is recorded accurately.

Approval is normally confirmed within a few working days, although timeframes may vary depending on operational requirements and staff availability.

Anyone who may require assistance with this process should contact the office for direct contact with a member of the team.

4.3 Volunteer Induction

All new coordinators will receive the NWS Welcome Pack as part of the initial onboarding process which contains information on the relevant NWS values and policies e.g. Safeguarding and guidance on data protection (including home record keeping).

4.4 Volunteer Support

NWS operates a self-managed volunteering model. Volunteer Coordinators undertake their roles independently within their local communities and are not subject to formal supervision arrangements.

While day-to-day activities are self-directed, the NWS team remains available to provide advice, guidance, and assistance where required. The team can be contacted during office hours, Monday to Thursday (see Section 13 below for contact details). Volunteers are encouraged to contact NWS for support, to seek clarification, or to raise any concerns relating to their role.

Coordinator support is also available through the following channels:

- **NWS Website** – The website provides a wide range of information and practical guidance, including a Frequently Asked Questions (FAQ) section addressing common queries.
- **Volunteer Communications** – Coordinators will receive regular newsletters containing updates, guidance, and examples of good practice.
- **Coordinator Forum** – NWS is currently developing a dedicated online forum to provide Volunteer Coordinators with a space to share experiences, exchange ideas, and discuss relevant topics in a supportive and collaborative environment. They will also be able to access practical resources, tools, and best practice guidance.

4.5 Volunteer Training and Development

NWS continues to expand the range of training opportunities available to volunteers.

Current and planned initiatives include:

- Exploration of a dedicated volunteer training platform online.
- Delivery of themed learning sessions, including Bystander Awareness.
- Development of webinars and online learning events.
- Collaboration with Neighbourhood Watch England & Wales to enhance shared learning opportunities for members.

Volunteer Coordinators are encouraged to regularly review the Events section of the NWS website for updates on training sessions and development opportunities.

4.6. Additional Opportunities for Volunteer Involvement

NWS encourages volunteers to engage with the wider activities of the organisation. In addition to their primary role, volunteers may wish to contribute to a variety of ways:

- **Case Studies**
Volunteers are invited to share examples of initiatives, successes, or innovative practices within their Watch. With permission, these may be featured as case studies to highlight good practice and inspire others.
- **Mentoring**
Experienced coordinators may volunteer to act as mentors, providing informal guidance and support to new coordinators.
- **Supporting Local Events**
NWS welcomes volunteer assistance at local events and engagement activities aimed at promoting Neighbourhood Watch and strengthening community connections. Volunteers interested in supporting events are encouraged to contact the NWS team.
- **Independent Advisory Group (IAG)**
Volunteers may have the opportunity to participate in the Independent Advisory Group. The IAG is a small forum of coordinators from across Scotland that provides a constructive and supportive environment for sharing perspectives, exploring ideas, and contributing to organisational development.
- **Volunteer Feedback & Engagement** - Volunteers are encouraged to share suggestions, experiences, and provide feedback on their volunteering experience. Feedback may be provided at any time by contacting the NWS team directly. With consent, shared experiences and examples of good practice may be used to inform, support, and inspire other volunteers. Volunteers will also be invited to participate in periodic or annual surveys circulated via the Neighbourhood Alert system.

5. Expenses

NWS recognises that volunteers may occasionally incur out-of-pocket expenses while undertaking authorised activities such as attending formal meetings. In general, the Volunteer Coordinator role is designed to operate without expectation of routine expense claims. However, where costs are necessarily incurred in support of agreed NWS activities, reasonable expenses may be reimbursed, subject to prior approval from NWS and in compliance with the NWS Expenses Policy.

Volunteers should seek approval before incurring any expenditure intended for reimbursement.

6. Public Liability Insurance (PLI)

Volunteers may be covered by Neighbourhood Watch Scotland's Public Liability Insurance (PLI) while participating in activities that are organised, authorised, or approved by NWS, or undertaken in connection with NWS purposes. This typically includes NWS-supported events, engagement activities, and approved community initiatives.

NWS insurance cover does not extend to:

- Activities undertaken independently of NWS
- Unauthorised events or initiatives
- Personal liabilities unrelated to NWS activities

Volunteers are responsible for ensuring that any activities they organise locally are appropriate, safe, and aligned with NWS guidance. A summary of NWS insurance cover is available on the NWS website. However, for a copy of the certificate or to ensure an event will be covered, coordinators must contact the NWS team directly by sending an email to info@neighbourhoodwatchscotland.co.uk.

7. Health and Safety

Volunteers are expected to take reasonable care of their own health and safety, and that of others, while undertaking activities connected with Neighbourhood Watch Scotland (NWS).

Given that volunteers are primarily home-based and self-managed, NWS does not exercise control over individual home environments. Volunteers are therefore responsible for ensuring that their personal workspace is safe and suitable.

When participating in authorised NWS activities, including meetings or events, volunteers must:

- Take reasonable care for their own safety and the safety of others.
- Follow any health, safety, or safeguarding guidance provided by NWS.
- Report hazards, incidents, or safety concerns arising at NWS events or activities to NWS staff as soon as reasonably practicable.
- Adhere to safeguarding responsibilities and report any concerns in line with the NWS Safeguarding Policy.

8. Equality and Diversity

NWS is committed to nurturing an inclusive volunteering culture and ensuring that all volunteers are treated fairly and without discrimination. We welcome volunteers from all backgrounds and do not tolerate any form of discrimination, harassment, or bullying.

9. Confidentiality & Data Protection

Volunteers may have access to sensitive information. Volunteers must respect confidentiality, handle personal information responsibly and follow the NWS Data Protection Policy.

10. Stepping Down from the Volunteer Coordinator Role

A volunteer's involvement may end due to a variety of reasons including personal choice or resignation; changes in personal circumstances; inability to continue fulfilling the role or serious concerns or breaches of expected standards.

NWS is committed to ensuring that any transition is managed smoothly, respectfully, and with minimal disruption to the Watch where possible.

Notifying Your Watch

Volunteer Coordinators who intend to step down are encouraged, where appropriate, to inform members of their Watch and explore whether another member is willing to assume the coordinator role. This helps maintain continuity and ongoing support within the local Watch and manage transition.

Appointing a New Coordinator

Where a replacement Coordinator is identified:

1. The individual should register on the Neighbourhood Alert system via the NWS website by selecting “*Sign up for Alerts*” (if not already registered).
2. Once registered, they should contact NWS by:
 - o Email: info@neighbourhoodwatchscotland.co.uk; or
 - o Telephone: 01786 463732
3. NWS will update the Watch records accordingly.
4. A Volunteer Agreement will be issued to the new Coordinator for completion.

Approval and record updates will be confirmed by NWS.

Where No Replacement is Available

If no member is willing or able to take on the coordinator role, and the Watch is no longer able to continue, the coordinator should notify NWS. NWS will provide guidance on the appropriate closure or status update of the Watch.

11. Raising Concerns and Resolving Issues

NWS encourages the early and informal resolution of concerns wherever appropriate. Addressing issues at an early stage can often prevent misunderstandings and support positive outcomes. Volunteers who wish to raise a concern or seek guidance should, in the first instance, contact the NWS team using the contact details provided in Section [X].

Concerns may relate to, for example:

- Role expectations or responsibilities
- Interactions with other volunteers or partners
- Operational or safety matters
- Conduct or behavioural issues

The NWS team will consider the matter and, where appropriate:

- Provide advice or clarification
- Offer guidance or support
- Explore informal resolution options

Where a concern cannot be resolved informally, or where the matter is of a more serious nature, it will be managed in accordance with the Volunteer Complaints & Appeals Policy.

12. Review Arrangements

This policy is intended to provide a clear framework for managing and supporting volunteers within NWS. It will be reviewed regularly to ensure it remains relevant, fair and aligned with the organisation's objectives and legal requirements.

13. Contact Information

Any questions regarding this policy, please contact the NWS Team at:



01786 463732



www.neighbourhoodwatchscotland.co.uk



info@neighbourhoodwatchscotland.co.uk



21 Claylands Road, Newbridge, Edinburgh
EH28 8LF.

APPENDIX A: NWS Values (extract from Ethical Framework)

Our Vision:

To create safer neighbourhoods and stronger communities by promoting local co-operation, safety and resilience.

Our mission:

To inspire, encourage and enable the people of Scotland to become more connected and actively engaged to improve community wellbeing.

Our Values:

Our organisational values are integral to everything we do. We value:

Ambition

- We aspire to develop new and innovative ways to empower communities to work together to protect against crime and improve community wellbeing, and to share best practice with others.

Credibility

- We are a trusted source for crime prevention guidance and local community safety information, provided by key partners that is credible, reliable and relevant.

Collaboration

- Teamworking is vital to success. We will work with partners and volunteers to enable communities to create and maintain safe, secure and supportive neighbourhoods.

Inclusiveness

- We welcome everyone and recognise the value of our culturally diverse society. Future growth stemming from enhanced engagement with under-represented groups will see us deliver wider public benefit.

Neighbourliness

- We are community focused and advocate for good, kind, caring neighbours who bring people together to create community cohesion, protect the vulnerable and foster community spirit.

Resilience

- Through nurturing public confidence and wellbeing, we support local communities to find local solutions that make neighbourhoods safer and stronger by minimising risks.

APPENDIX B: NWS Code of Ethics / Behaviour Charter

To meet our aims all NWS staff, Trustees, and volunteers are expected to conduct themselves in accordance with the following standards of behaviour, and in keeping with the relevant NWS policies and procedures.

1. Professionalism (doing the right thing)

All individuals must conduct themselves in a professional manner which does not discredit Neighbourhood Watch Scotland or its partners, nor undermine public confidence in any NWS related activities.

2. Selflessness

All individuals must act in the public interest and in the interest of their local communities.

3. Honesty

All individuals must be honest, trustworthy, and act with integrity. This means that you must:

Operate in a financially responsible and transparent manner, ensuring that records are kept of any expenses, fees, costs, gifts, and gratuities relating to Neighbourhood Watch; and

Avoid any situation where a conflict of interest may arise or exist between you and/or other parties and/or Neighbourhood Watch.

4. Fairness, respect, and courtesy

All individuals must treat everybody (including other members, organisations and partners) with respect, courtesy, fairness and impartiality.

5. Leadership, objectivity, and openness

All individuals in a supervisory, coordinating or management capacity must be empathetic, encouraging and supportive to others. Any decision making should be based on facts, in an open and transparent manner, free from bias.

6. Accountability

All individuals should be active within their respective roles and or communities, operating with the best interests to build a supportive, resilient and trusted environment.

This means that you must:

Take responsibility for your decisions, actions, and omissions; and Challenge, and where necessary report any unlawful, unfair or discriminatory behaviour or practice, or any breaches of the Code of Ethics by anyone associated with NWS

7. Confidentiality

All individuals must treat personal information with respect and in accordance with the law. This means that you must:

Respect the privacy of others; and ensure that any use of personal information is in full compliance with Data Protection legislation.

8. Accessibility and Inclusion

All individuals must not discriminate unlawfully or unfairly. This means that you must:

Treat people fairly and with respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, sexual orientation, marital or civil partnership, pregnancy, religion or belief, sex and sexual orientation; and respect the rights of all individuals and treat people in accordance with their needs. This means that you will accommodate any reasonable adjustments that may be necessary to facilitate Neighbourhood Watch activity and its accessibility to all.

APPENDIX C: NWS Volunteer Agreement Template

Neighbourhood Watch Scotland Volunteer Agreement

Welcome to Neighbourhood Watch Scotland (NWS). Thank you for volunteering as a Volunteer Coordinator. This agreement outlines our expectations to support a positive, rewarding, and effective volunteering experience.

Volunteer Details

Name: _____

Neighbourhood Watch Scheme / Area: _____

Volunteer Role

As a Coordinator, you play a key role in supporting community safety and neighbourliness. NWS operates on the principle of: “**Your Watch – Your Way.**” The extent of your involvement is flexible and dependent on the time you can contribute. There are no minimum required hours.

Your activities may include:

- Acting as a point of contact between residents, local police teams, and partners
- Maintaining appropriate communication channels
- Sharing crime prevention and community safety information
- Encouraging neighbourliness and community spirit
- Supporting local initiatives and community engagement activities

Volunteer Commitments

- To uphold the aims, mission, and values of NWS.
- To act in accordance with the NWS Code of Conduct / Behaviour Charter.
- To adhere to relevant NWS policies including Volunteer Management, Data Protection, Safeguarding and Branding. All policies are available at: www.neighbourhoodwatchscotland.co.uk

Public Liability Insurance

NWS volunteers may be covered by NWS Public Liability Insurance while undertaking NWS volunteering activities and running certain local events. Volunteers are responsible for ensuring that any activities they organise locally are appropriate, safe, and aligned with NWS guidance. A summary of NWS insurance cover is available on the NWS website. However, for a copy of the certificate or to ensure an event will be covered, coordinators must contact the NWS team directly by sending an email to info@neighbourhoodwatchscotland.co.uk.

A Risk Assessment template is also available on the NWS website for volunteer use.

Stepping Down

Volunteers may withdraw from their role at any time and should do this by notifying the NWS office. Where possible, coordinators are encouraged to identify a new coordinator to ease transition.

Acknowledgement - **ACKNOWLEDGEMENT BOX (online)**

By signing this agreement, you confirm that you understand the nature of the volunteer role and agree to act in accordance with NWS policies and values. This agreement reflects NWS expectations and does not constitute a contract of employment.

Volunteer Signature: _____

Date: _____