

A welcome from the Chair and the Chief Executive

Over the last decade, we have accomplished many significant achievements. None of this could have been achieved without the combined efforts of staff and volunteers working together.

As a professional body, we have grown significantly during recent times; more members, more staff, more volunteers; and through the work that we do, we now see less stigma, greater awareness of mental health issues and improved access to psychological therapy for those in society who need our combined efforts to make a difference - a huge success story for the advancement of the profession.

Looking to the future and to achieve more, we hope to attract and retain more talented volunteers to work with us. Volunteers continue to have an integral role in the evolution and direction of the organisation; they work alongside the staff team for the benefit of those in need of counselling and psychotherapy services.

If you do decide to get involved, we look forward to meeting and working with you and our hope is that your volunteer experience with us will be worthwhile, positive and successful.



Dr Hadyn Williams, CEO

A handwritten signature in black ink, appearing to read 'Hadyn Williams'.



Dr Andrew Reeves, Chair

A handwritten signature in black ink, appearing to read 'Andrew Reeves'.

Structure and governance

BACP is a company limited by guarantee, without share capital, and is a registered charity. Our Registered Charity number is 298361. Our governing documents are the Articles of Association and the Standing Orders and our Board of Governors are directors of the company. We also have two wholly owned subsidiaries, namely BACP Enterprises Limited and BACP Research Foundation Limited.

Patron, President and Vice Presidents

BACP's Patron, President and Vice Presidents act in a voluntary capacity and lend their support to assist us in the achievement of its charitable aims and objectives. They take on high profile figurehead roles on our behalf and often assist with duties such as the chairing of conferences, attending meetings or an Annual General Meeting.

The Board

Our Board of Governors carries an enormous responsibility in overseeing the management and delivery of organisational objectives in a way that enhances public trust and support. The Board is comprised of a maximum of seven Governors elected by the membership; and up to a maximum of four Governors appointed by the Board. The Chair and the Deputy Chair are chosen by the Board from the elected Governors.

As a governing body, the Board has responsibility for ensuring all activities of the Association are properly delivered with financial probity and within the charitable aims, objectives and policies of the Association. Along with BACP's Chief Executive Officer (CEO) and staff, the Board ensure the delivery of the Association's activities meet the Association's strategic intents.

Each Board member is answerable to the Charity Commission and the members of the Association. Ultimate public accountability for the Association's activities rests with the Board of Governors under both charity and company law. Our Board of Governors comprises solely of volunteers.

The staff team

The management of BACP is delegated to the CEO who reports on the performance against the strategic plan approved by the Board. The CEO, supported by the Chief Operating Officer & Deputy Chief Executive, ensures that the staff team is recruited and supported to provide the skills and expertise needed to run a successful organisation. The CEO has the responsibility for planning and developing the services and strategies of BACP, within clear policies and protocols set by the Board. This includes the developing and strengthening of all stakeholder relationships, including volunteers.

Conflicts of interest

As a volunteer joining BACP you will be issued with BACP's *Conflicts of Interest Policy* and asked to sign a *Declaration of Interests Form* at the onset of the volunteer relationship. The information you provide is kept securely on a

Register of Declarations and referred to from time to time, or as needed. Should your circumstances change whilst volunteering, you will need to make this known by contacting the Volunteers Team and revising your declaration. In any event, declarations must be renewed annually following the date of last completion for Trustees and every three years for other volunteering roles. You will be contacted by the Volunteers Team around the renewal date.

Conflicts of interest are not about the integrity of the volunteer as it is accepted that conflicts of interest are always present. It is how we acknowledge and address them that matters.

Volunteer agreement

You are required to sign a *Volunteer Agreement*. This sets out our commitment to you and also what we hope for from you. The agreement is binding in honour only and does not form any legally binding contract, nor is it intended to create any employment relationship. It may be cancelled at any time at the discretion of either party.

You may also be asked to complete a *Volunteer Information Sheet*, which incorporates emergency contact details and will only be used in the event of an emergency.

Confidentiality of information

We will treat all personal information provided by you as confidential. Only relevant information is requested during the registration process and we will not disclose this to any third party without informed consent. You have the right to access your personal information. Please contact BACP's Information Officer in the first instance.

Recruitment and selection

Recruitment of volunteers

We operate an inclusive approach to volunteering to encourage a wide range of volunteers from the rich diversity of BACP's membership and the general public to step forward. Our aim is to find the right balance of skills, experience and enthusiasm along with interests and aspirations to meet the identified need for a particular task, group or project.

Interviews or elections

There are currently two main entry routes to volunteering at BACP, which are defined by our Articles of Association and Standing Orders; and determines whether recruitment for a volunteer role takes place by election (membership voting) or application and selection meeting.

Equality, diversity and inclusion

We are committed to promoting equality, diversity and inclusion recognising the contribution of employees, members and volunteers. Our aims are to be supportive, fair, just and free from discrimination. In line with these aims, we will challenge discrimination based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (nationality, ethnic background), religion or belief, sex and sexual orientation. We actively promote equality, diversity and inclusion, and aim to ensure that the legislation and policy requirements within the protected characteristics of equality and diversity are implemented in all our working practices. Any volunteer who acts against these principles may be asked to cease volunteering with us. Our vision is to create an environment in which all people have equal, dignified and ease of access to our goods, services and facilities throughout the full range of BACP activities.

Roles and tasks

BACP acknowledges that as a volunteer, you will only give your time if you feel motivated to do so. To achieve this, we believe it is vital to clearly define the role and tasks for each volunteer opportunity, not only to attract and retain the right talent but also to alleviate conflicts or misunderstandings for both staff and volunteers.

Induction and Training

Welcome and induction

BACP is committed to supporting volunteers and as such, believes that a 'welcome and induction' are a crucial element of the volunteer relationship. As well as receiving a welcome from your specific committee, forum, working group or staff member, we will ensure that you participate in an induction proportionate to your role and provided with a Volunteer Handbook.

Settling in period

During the settling in period a member of the volunteers' team will arrange to meet and/or talk to you to discuss your progress, along with any emerging issues which may arise, giving feedback and identifying any training needs. You are also encouraged to give feedback on what you enjoy doing, what is working/not working and whether more support is required for certain tasks.

Where it is felt the volunteering role has not progressed as anticipated, despite supportive actions to remedy, or is no longer required, consideration may be given to ending the volunteering relationship. This will be done in writing. BACP's *Problem Solving Procedure* may be useful under certain circumstances but there is no requirement to apply this.

Support

We believe that appropriate and proportionate support is vital to the development and maintenance of good relationships between staff and volunteers. At the outset you will have access to the volunteers' team who will provide support, guidance and signpost to relevant BACP colleagues throughout the volunteer journey. This will be in addition to the peer support you receive from your Forum, Committee, working group or staff member. With a specific and centralised function focused on supporting volunteers we hope this will be a positive step in making you rightly feel part of the wider BACP working team.

Effective contribution

It is important you understand where your own activity and personal development fit with the priorities of the Association. On-going worries or concerns about your performance as a volunteer should not be a surprise; performance development is part of an on-going cycle and BACP will offer training and support to help bridge gaps along the way as a part of our commitment to continuous improvement. In some circumstances however, where it is felt that problems continue to exist with your contribution and/or behaviour, consideration may be given to ending the voluntary relationship. This will be confirmed in writing. BACP's Problem Solving Procedure may be useful under certain circumstances but there is no requirement to apply this.

Training and development

BACP will offer optional training for volunteers to give an opportunity to gain skills, experience and confidence in performing any tasks associated with their role. Training, however delivered, will be in proportion, and directly linked, to your role and subject to available budget.

Who's who and 'how to get things done at BACP'

While BACP currently has a staff team of over 110, your volunteer role may well put you in contact with only a few of these. All the same, you will want to feel familiar with the broader organisation. We will provide volunteers with a useful resource, which aims to give a quick guide to some of the more practical elements of 'who does what and how to get things done' at BACP.

Volunteer expenses

As a volunteer you do not receive a remuneration for carrying out your volunteering role, however, you will be reimbursed for reasonable out of pocket expenses incurred during your voluntary work. Please refer to BACP's Expenses Policy for further detailed information.

Health, safety and well-being

Health and safety guidance

BACP recognises its duty of care towards volunteers and is committed to working safely and promoting safe working practices. General health and safety risk assessments are undertaken annually or when work activities change.

BACP is currently within a low risk category. We expect you to adhere to safe working practices when carrying out your volunteering activities. As a volunteer, you have a responsibility to take reasonable steps to ensure that you do not place yourself or others at risk of harm. You are also expected to co-operate fully in complying with any procedures that may be introduced as a measure to protect the safety and well-being of others.

As the appointed person overall and final responsibility for Health and Safety is the Head of People, Culture and Governance.

Insurance

BACP has full and comprehensive insurance cover and volunteers are covered under Employers and/or Public Liability policies.

Using your car for volunteer work

We do not provide motor insurance for volunteers using their own vehicle. If you use your private vehicle for volunteering purposes it is your responsibility to ensure it is properly insured, maintained in a roadworthy condition and as the driver that you hold a valid British driving licence. Documentation legally required under current Road Traffic Legislation such as valid certificate of insurance and MOT certificate must be valid and up to date. You may be asked to provide evidence of the above during your volunteering activities and especially if you submit an expenses mileage claim.

When things go wrong

While the aim of volunteering is to create a positive experience, it is important to acknowledge that from time to time things can go wrong. We have taken a 'best practice' approach in the case of any such eventuality by setting out clear procedures.

Volunteer rights and responsibilities

Volunteers are not covered by the same 'protections in law' as paid employees. In practical terms, this means that we are not under any obligation to offer a volunteer a role; or keep them in a role. Likewise, you, as a volunteer, are not under any obligation towards us and you can stop volunteering at any time.

Notwithstanding, as a volunteer you don't have many 'rights' in law we are committed to adopting a best practice approach to volunteering, which includes avoiding practices which could be seen to be unfair or discriminatory.

An outcome of the 2009 Volunteer Rights Inquiry was the 3R Promise, which included a recommendation for organisations committed to supporting its volunteers to sign up to the 3R Promise.

We will endeavour to get it **right** from the beginning by:

- following guidance on good practice and ensuring we have up to date policies
- ensuring that concerns of volunteers are listened to and given due consideration.

We will offer a means to achieving **reconciliation** if things go wrong by:

- recognising that sometimes things go wrong and having a process to deal with it
- identifying a Trustee or equivalent to become a volunteering champion
- appointing an individual who will monitor volunteer complaints and encourage rapid resolution in emerging conflicts. Volunteer complaints will be reviewed on a regular basis
- exploring independent alternative conflict resolution when necessary.

We accept **responsibility** by:

- accepting responsibility for our volunteers and their well-being and respecting their wish to always have a fair hearing if a conflict arises

Resolving problems

All complaints are treated in strict confidence to protect the integrity of the process and respect all those affected. Support is available from the Volunteers Manager or team who can guide you through the process in a confidential way. Should a problem arise during your volunteering experience, our hope is that an informal resolution will remedy. Our experience is that many problems can be overcome by talking openly, honestly and constructively and that often those involved were unaware that their actions or behaviours were causing concern. Informal resolution may include talking directly to the person concerned or talking informally to the Volunteers Manager or team.

Legal and compliance matters

Copyright and Intellectual Property Rights

During volunteering, you may produce items that have been written, drawn, recorded, photographed, put in an electronic or any other format that directly relates to the voluntary activity or work. We wish to retain all Intellectual Property rights in relation to such work, therefore, you are required to donate to BACP any original material produced whilst carrying out your volunteer role.

We would wish that all such work created, developed, invented, carried out or produced during, or because of any volunteering activity should be determined to have been made on behalf of BACP. If you have an objection to this requirement, you should raise this with the relevant BACP staff member before undertaking any such work.

Information, technology and electronic communication

BACP has developed a protocol for volunteers to ensure that in using Information, Communication Technology (ICT), you comply with and promote appropriate codes of conduct and usage; and operate within the provisions set down in civil and criminal law. Therefore, we ask volunteers to use the facilities available to them in a responsible manner during their volunteer work as representatives of the Association and with due consideration to the sensitivity of other users.

Any ICT-related queries or concerns should be raised with BACP's ICT team in the first instance; or the Volunteers Team in case of need.

Contracting with third party suppliers or staff

As a volunteer, it is important that you do not enter in to contracts with third party suppliers or staff without following BACP's contracting protocols, since doing so would commit BACP in a way which is legally binding. If you are unsure about the legal ramifications of contracting, or have doubts as to if a contract is being requested reference should be made to BACP's Commercial Contracts Manager.

Contact information

Volunteers Manager

Pam Ludlow
Email: pam.ludlow@bacp.co.uk

Senior Volunteers Officer

Tracy Shrimpton
Email: tracy.shrimpton@bacp.co.uk