



Chelmsford u3a Volunteer Policy

1. Background

Chelmsford u3a is run entirely by volunteers who give their time, skills and enthusiasm to support learning, friendship and community engagement. Volunteers contribute in many ways — as committee members, group convenors, event organisers, newsletter editors, and helpers.

2. Purpose and Scope

This policy sets out how Chelmsford u3a involves, supports and values its volunteers. It applies to all volunteers working on behalf of our u3a.

3. Principles

Chelmsford u3a:

- recognises that volunteering should benefit both the organisation and the individual
- recruits volunteers fairly and consistently
- encourages positive, respectful working relationships
- understands volunteers have different motivations and aims to support these
- provides appropriate induction, guidance and training
- reimburses agreed out-of-pocket expenses
- strives to make volunteering accessible to all
- values and recognises volunteer contributions
- protects volunteers through appropriate insurance, safeguarding and risk management
- keeps volunteers informed about u3a activities
- handles volunteer data in line with GDPR



4. Equality, Diversity & Inclusion

Volunteering is open to all members. We aim to make reasonable adjustments to support volunteers with different needs and expect all volunteers to treat others inclusively and respectfully. See also our Equality, Diversity & Inclusion Policy available via our website.

5. Procedures

5.1 Recruitment

- Volunteers may express interest directly or be approached by the committee.
- A committee member will discuss the role and share a role description.
- Where appropriate, an informal conversation or meeting will confirm suitability.
- Once agreed, the volunteer will receive induction and support.

5.2 Induction

Induction may include:

- welcome meeting
- handover from previous volunteer
- introduction to committee
- access to relevant documents and policies

5.3 Training & Support

Volunteers will receive ongoing support from the committee and may access Trust training resources. Regular check-ins ensure volunteers feel confident and supported.

5.4 Feedback & Communication

Volunteers are encouraged to share views, raise concerns and suggest improvements. The committee will maintain open communication and review volunteer involvement annually.



5.5 Expenses, Insurance, Safeguarding & Health & Safety

- Reasonable expenses may be reimbursed with prior agreement.
- Volunteers are covered by the Trust's national insurance while acting on behalf of the u3a.
- Safeguarding concerns follow the Trust safeguarding policy.
- Risk assessments are carried out for relevant activities.

5.6 Wellbeing

Chelmsford u3a aims to ensure volunteering is enjoyable and manageable. Volunteers should raise any concerns about workload or wellbeing so adjustments can be made.

6. Data Protection

Volunteer data is kept securely, used only for u3a purposes, and accessed only by committee members who need it. Volunteers must maintain confidentiality when handling member information. See our Data protection Policy via our website

7. Thanks & Recognition

Chelmsford u3a values its volunteers and recognises their contributions through newsletters, AGM acknowledgements, personal thanks and other appreciation activities.

8. Problem Solving & Complaints

Most issues can be resolved informally through discussion. If not, the Chair will lead a review, and the committee will decide on appropriate action (see our complaints procedure on our website). Serious matters follow the u3a disciplinary procedures. Volunteers may step down from roles at any time.

This policy was reviewed and adopted on 26th August 2026