



Volunteering Policy

1. Introduction

Our aim is to provide dignity and hope to children and young people entering the foster care system in the UK.

We aim to do this by carrying out the following activities:

- Provide Comfort Cases (rucksacks) filled with new items centred around the child's needs for their first night in care in the UK and our local area.
- Establish relationships with providers of foster care accommodation including (but not exclusively) Local Authorities, Independent Foster Agencies, Residential Care Homes & Charities
- Collect items (listed in our Comfort Case packing list) donations and other supplies contributed by individuals, communities, schools (for example from street collections and collections by community organisations);
- Sort and organise donations and supplies received at the Comfort Cases UK Hub (the "Hub"); and
- Prepare, pack and ship Comfort Cases and duffel bags at the Hub ready for collection by couriers to deliver on a timely basis to the clients we support.

Without our volunteers, selflessly donating their time, effort, and skills, Comfort Cases UK would not be able to provide the support that children in care need to offer dignity, self-respect and hope.

2. Scope of this policy

This policy aims to provide guidance to our volunteers. It forms part of our commitment to volunteering and recognises the huge value that Comfort Cases UK places on the contribution that our volunteers make.

3. Our Volunteering Principles

- Volunteers are recruited from all sections of the community and we will endeavour to involve volunteers from a wide range of backgrounds and abilities.
- People interested in volunteering will be invited for an informal chat with the volunteer co-ordinator or with one of our trustees. They will be able to



discuss the role, the tasks and requirements as well as the time commitment involved.

- Volunteers will be provided with induction information and any appropriate training (usually given during the first volunteering session) and will be asked to read and agree to our volunteer agreement.
- Volunteers are integrated into the structure of the organisation and can actively contribute to the delivery of our services and provide different skills and perspectives.
- Staff and trustees at all levels will engage positively with volunteers.

4. Volunteering Roles

Comfort Cases UK is committed to involve our volunteers directly in our activities in the following roles:

Drivers

With the help of our Donation Sorters and Packers, our Drivers will pick up collections from the community to deliver to the Hub. Drivers provide their own vehicle for this role and are responsible for their own appropriate level of insurance, road tax and MOT on the vehicle. Comfort Cases UK accepts no liability for any loss or damage to vehicles or property.

Drop off Point Volunteers

Drop off Point Volunteers will provide a drop-off point at their home for members of the community to deliver their donations. The collected donations will either be collected by Drivers as and when or once a week or can be delivered directly to the Hub by the Drop-Off Point Volunteers.

Donation Sorters and Packers

Our Donation Sorters and Packers at the Hub will take delivery of donations from donors and Drivers and sort and organise the items into the appropriate sections at the Hub. Supported by the Hub Co-ordinator, Donation Sorters and Packers will arrange items into boxes, bags and crates so they are ready to be used for orders for the clients we support.

Comfort Cases will also be prepared for shipment at the Hub, packing rucksacks following the packing list provided by the Hub Leader or Volunteer Co-Ordinator.

Packing Event Volunteers

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REGISTERED CHARITY NUMBER:1196357.
REGISTERED OFFICE: 23 RIBSTON CLOSE, SHENLEY, WD7 9JW



Our PEV will be experienced in the packing of Comfort Cases and assist/oversee packing events. They may be asked to prepare the donations required for the event and transport the donations to an external venue. These groups may include (but not exclusively) Duke of Edinburgh, community groups and corporate packing events. They may be asked to attend external venues and in this case expenses will be reimbursed, with prior agreement. Where a car is used, PEV provide their own vehicle for this role and are responsible for their own appropriate level of insurance, road tax and MOT on the vehicle. Comfort Cases UK accepts no liability for any loss or damage to vehicles or property.

Fundraising and Core Support

Our Fundraising and Core Support volunteers will provide valuable help supporting and co-ordinating fundraising initiatives, finance functions, governance and administration. These roles will usually be home-based, require good computer literacy and organisation skills as well as home access to your own computer and the internet.

All volunteers will be ambassadors of Comfort Cases UK, raising our profile positively in the community and elsewhere.

5. Safeguarding

Comfort Cases UK believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. In accordance with our Safeguarding Policy, Comfort Cases UK will not tolerate abuse and exploitation by staff or associated personnel.

6. Confidentiality

In accordance with our Privacy Policy, Comfort Cases UK will keep only the minimum information on its volunteers which will include volunteers' names and personal information such as contact details for the purposes only of managing our volunteers and keeping them a breast of news and developments.

7. Equality, Diversity and Inclusion

Comfort Cases UK is committed to embracing diversity and promoting equality and inclusion in accordance with our Equal Opportunity Policy.

8. Expenses

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Comfort Cases UK will endeavour to pay for reasonable out of pocket expenses incurred whilst undertaking your volunteering role and these must be discussed and agreed first with the volunteer co-ordinator in advance of you taking your volunteer role. It is not our usual practice to pay for fuel.

9. Health and Safety

Comfort Cases UK will endeavour to take all reasonable steps to ensure the volunteers' health, safety and welfare whilst volunteering with Comfort Cases UK. All volunteers working at the Comfort Cases UK hub are covered by its public liability insurance and any necessary training in order to carry out relevant roles safely will be provided in line with our Health and Safety Policy. Training needs will be regularly reviewed.

10. Problem Solving

Volunteers have the right to discuss any concerns they may have with their Volunteer Co-ordinator or Hub Co-ordinator. In case of any problem, Comfort Cases UK will endeavour to listen to the concerns of volunteers and will follow guidance on good practice and refer to its policies for the appropriate course of action to achieve a resolution. Any complaint will be reviewed quickly and thoroughly in line with our Complaints Policy.

11. References

A volunteer might ask us to provide a reference to support them to start training, employment or study. This could be when they stop volunteering with us to take up their new position, or they may continue to volunteer with us. References will normally be provided by the volunteer or staff member who knows the individual best. However, we have no obligation to provide a reference. We only give factual references, including the dates of the volunteer's term with us, their role title and a brief description of their tasks, as recorded on our Portal. We will not provide a subjective character reference.

Policy approved by the Trustees of Comfort Cases UK on 22.01.2025 Review on or before 23.01.2026

Volunteering Policy Approved Jan 2025

COMFORT CASES^{UK}



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