



Volunteer Values, Behaviours and Expectations policy

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Agreed by	Senior Leadership Team
Date of next review	Every two years
Related policies/documents	Safeguarding Children & Young People Safeguarding Adults

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1. Purpose of this policy

This policy sets out the values and behaviours we expect from volunteers when representing and supporting the charity. It is designed to help create a safe, welcoming and inclusive environment for everyone involved in our work, including volunteers, staff, participants and supporters.

It also explains what volunteers can expect from us in return, reflecting our commitment to working in partnership with volunteers and supporting them to have a positive and rewarding experience.

2. Scope: who this policy applies to

This policy applies to all volunteers supporting Lord's Taverners. Volunteers are people who choose to give their time without obligation to support the charity's work by sharing their energy, skills and experience.



Volunteer roles include but are not limited to Regional Committee Chairs and members, Youth Ambassadors and Alumni, Governance Committee members employees of corporate partners who give their time to support our activities, and members of the Board of Trustees. Our definition does not include individuals undertaking work placements, work experience, internships or apprenticeships, as they are covered by HR policies.

The expectations in this policy apply whenever volunteers are taking part in activities connected to the charity, including events, programmes, meetings and training, as well as when representing the charity more broadly and at all times online.

3. Our charity values and behaviours

Our values shape how we work together and how volunteers represent Lord's Taverners. They help create a positive experience for everyone involved in our work and guide the way we interact with participants, supporters, staff and each other.

As a volunteer, we ask that you demonstrate our values through the way you behave when supporting the charity.

We Include

We create a safe space in a community where everyone belongs — a happy place where friendships are made and everyone is respected.

Volunteers support this by:

- Actively listening to others
- Valuing people's voices, thoughts and feedback
- Encouraging people to express themselves
- Respecting others and their opinions
- Welcoming everyone for who they are

We Empower

We encourage each other to be the best we can be. We support one another, building confidence through our personal and shared experiences.

Volunteers support this by:

- Championing others to achieve their full potential
- Promoting kindness and compassion
- Enabling others to try new things and learn from them
- Supporting shared responsibility and trusting others with opportunities
- Encouraging creativity and new ideas

We Inspire

We create a positive place to thrive. We take pride in the part we play as individuals and as role models.

Volunteers support this by:

- Showing curiosity and enthusiasm
- Encouraging collaboration rather than competition
- Celebrating the successes and efforts of others
- Being open to learning from others



- Focusing on progress rather than perfection

4. Expectations of volunteers

In addition to demonstrating our values, we ask that all volunteers supporting Lord's Taverners meet the following expectations. These help ensure that volunteering is safe, enjoyable and well-organised for everyone involved.

Volunteers are expected to:

- Take responsibility for staying informed by reading communications from the charity, including emails and responding where appropriate
- Support the aims and values of Lord's Taverners and act as a positive advocate for the charity
- Read any written briefings and attend any training or briefing sessions required for their role or activity
- Follow the charity's policies, guidance and management decisions when volunteering
- Treat staff, fellow volunteers, supporters and participants with respect at all times
- Maintain appropriate and professional boundaries with staff, volunteers, supporters and young people
- Act responsibly and in a way that protects the charity's reputation, acting within the law at all times
- Raise any concerns in a constructive and solution-focused way, following the relevant policies and guidance where needed
- Let their primary contact know about any changes that may affect their ability to volunteer
- Honour agreed commitments wherever possible and give as much notice as possible if they need to cancel
- Not to respond to media enquiries, or make official statements unless this has been agreed in advance

5. Social media and public communications

Volunteers play an important role in representing Lord's Taverners. Social media and other public communications can be a powerful way to celebrate volunteering activity and share the impact of our work. We encourage volunteers to speak positively about their experiences and help raise awareness of the charity.

When posting online or communicating publicly in connection with the charity, volunteers are expected to act in a way that reflects our values and protects the wellbeing of others and the reputation of Lord's Taverners.

This guidance applies when:

- volunteering at events or activities
- wearing charity-branded clothing
- appearing in charity photographs or media
- identifying yourself as a volunteer for Lord's Taverners



- or where you may reasonably be recognised as being connected to the charity

In these situations, volunteers are expected to:

- Share information about the charity accurately and responsibly
- Communicate respectfully with others and avoid language or behaviour that could be seen as discriminatory, offensive or inappropriate
- Respect the privacy of participants, volunteers, staff and supporters, including not sharing personal information without permission
- Follow guidance relating to photography, filming and consent, particularly when children and young people are involved
- Avoid posting content that could negatively affect the charity's reputation or the experience of others involved in our work
- Make clear that personal views are their own and not those of the charity where there is any risk of confusion
- Not to respond to media enquiries, or make official statements unless this has been agreed in advance

Where volunteers identify themselves publicly as connected with Lord's Taverners, or may reasonably be recognised as linked to the charity, these expectations also apply in other online spaces, including private or closed platforms such as messaging groups.

If volunteers are unsure whether something is appropriate to share, they are encouraged to check with a member of staff before posting.

6. Alcohol and substances

At some events, alcohol may be available to guests or supporters. Where volunteers are attending in a hosting, networking or ambassadorial capacity, limited and responsible consumption may be appropriate for volunteers of the legal drinking age.

In these situations, volunteers are expected to:

- ensure their behaviour remains professional at all times
- prioritise their volunteering responsibilities
- avoid any level of consumption that could affect judgement, safety or the experience of others
- follow any event-specific guidance provided by staff

Alcohol must never contribute to behaviour that could be unsafe, exclusionary, inappropriate or inconsistent with our values and behaviours.

Volunteers are also responsible for planning how they will travel safely to and from events. Where appropriate, reasonable travel arrangements may be supported in line with the Volunteer Expenses Policy.

Alcohol **must not** be consumed when:

- supporting or supervising children or young people
- taking part in programme delivery or residential activity



- acting in a chaperoning or safeguarding role

We **recommend** that alcohol is not consumed, or intake kept to a minimum to ensure your capability is not impacted when:

- attending briefing sessions or meetings as part of a volunteering role
- taking responsible for cash, including counting or transporting cash
- carrying out responsibilities that require concentration, judgement or supervision

If volunteers are unsure whether alcohol consumption is appropriate in a particular situation, they should check with a member of staff in advance.

The use, possession or distribution of illegal drugs is not permitted at any time when volunteering at events in connection with Lord's Taverners. Volunteers must not attend or take part in volunteering activities while under the influence of illegal substances.

Volunteers are also expected to act responsibly if they become aware of drug use at an event. This includes not ignoring or enabling behaviour that could place others at risk.

If volunteers have concerns about alcohol or drug use at an event, they should raise this with a member of staff or senior volunteer as soon as possible so that appropriate support, guidance, or action can be taken.

7. Gambling at events

As a fundraising charity, Lord's Taverners sometimes raises money through activities that involve gambling, such as raffles, auctions, prize draws and games of chance. Volunteers may be involved in supporting these activities as part of an event.

When supporting events where gambling activities take place, volunteers are expected to:

- support activities in line with event guidance where this forms part of their volunteering role
- ensure that participants, guests and young people do not feel pressured to take part
- respect the choices of anyone who prefers not to participate
- prioritise their volunteering responsibilities during events. In the event that volunteers are responsible for event delivery or supervision of young people, it's important that volunteers aren't distracted by any gambling activity.

Where volunteers are attending an event in a guest or supporter capacity rather than carrying out a volunteering role, participation in gambling activities is a personal choice and should always be lawful and responsible.

Volunteers are **never expected or required** to take part in gambling activities in order to support the charity. Volunteers should raise any concerns if they feel that they or others have been placed under pressure to take part in gambling activities.

8. Safeguarding and appropriate conduct around young people



Lord's Taverners works with young people and vulnerable adults as part of its programmes and activities. Creating a safe environment for everyone involved in our work is a shared responsibility.

Volunteers are expected to operate in line with the charity's two safeguarding policies ([Safeguarding Children](#) and [Safeguarding Adults](#)) and guidance at all times when supporting activities involving young people.

In the near future, each volunteer role will be reflected by a role description that outlines any relevant safeguarding responsibilities involved with for the role, for example, undertaking training.

In addition to the specifics set out by the relevant role description, we expect *all* volunteers to:

- help to create a safe, welcoming and inclusive environment
- maintain appropriate and professional boundaries with young people
- follow guidance relating to supervision, communication and conduct
- raise any concerns about the safety or wellbeing of a child or young person as soon as possible in line with safeguarding procedures. [See here for more details or to report a concern online.](#)

9. Minimum engagement expectations

Volunteers make an important contribution to the work of Lord's Taverners, and maintaining an active and engaged volunteer community helps us to minimise risk, support volunteers to stay connected with our work, ensure activities are delivered effectively and meet our governance requirements as a charity.

Volunteer role descriptions, when introduced, will outline minimum engagement requirements for each role, e.g. mandatory training or supervision meetings. Where volunteers do not meet these requirements, we may review their suitability to continue in the role.

In addition to the specifics set out by the relevant role description, we expect *all* volunteers to:

- keep their contact details up to date
- stay informed by reading communications sent to them
- undertake training and learning activities in line with their role
- respond to check-ins where requested

If any volunteer experiences a change in circumstances that affects how they are able to volunteer, whether temporarily or permanently, we encourage them to speak with their staff or senior volunteer contact at the earliest opportunity. This helps the charity to plan cover as needed and manage transitions, so charity activities can continue as planned.



10. Health, safety and wellbeing

Health and safety is the responsibility of everyone.

In the near future, we will introduce a specific Health and Safety policy for volunteering, which will cover our expectations of volunteers in more detail. When it is ready, we will link to it from this policy.

Until then, we ask volunteers to:

- Follow event safety guidance.
- Follow instructions as given by staff or senior volunteers.
- Look after themselves and others.
- Not volunteering when unwell if risk is created.
- Report any health and safety concerns to a member of staff so that they can be recorded and followed up appropriately. Where incidents are managed or resolved by a venue or third party, volunteers should still ensure that a member of Lord's Taverners' staff is made aware.

11. What volunteers can expect from Lord's Taverners

Volunteering is a partnership. Just as we ask volunteers to represent Lord's Taverners in line with our values and behaviours, we are committed to creating a positive, supportive and rewarding volunteering experience.

As a volunteer, you can expect us to:

- Treat you with respect and appreciation at all times
- Recognise and celebrate the contribution you make to our work
- Share the impact of your volunteering with stakeholders and supporters, helping demonstrate the difference volunteers make
- Provide access to staff who can support you in your volunteering
- Provide clear policies, procedures and guidance to help you volunteer confidently and safely
- Act in line with our values and behaviours, creating a welcoming and inclusive environment for volunteers
- Take all reasonable steps to support your health, safety and wellbeing while volunteering
- Reimburse agreed expenses in line with our Volunteer Expenses Policy
- Listen to concerns and feedback and respond in a timely and constructive way wherever possible
- Store and manage your personal information in line with the Data Protection Act and our internal policies
- Regularly review and improve the volunteer experience by listening to feedback and evaluating our approach
- Continue developing clear role descriptions that outline responsibilities and expectations for volunteers

12. If something goes wrong



We are committed to supporting volunteers to have a positive experience with Lord's Taverners. Most concerns can be resolved quickly through open and supportive conversations.

If an issue arises relating to behaviour, expectations or volunteering activity, we encourage volunteers to speak with their lead volunteer or staff contact or another member of staff as soon as possible, so that we can work together to find a solution.

Volunteers should:

- raise any concerns or questions about expectations with whoever provides primary support to them in their role (this might be a staff member or another volunteer). Volunteers can also approach the Volunteer Manager directly, if preferred
- seek guidance if they are unsure how to respond to a situation while volunteering
- report any behaviour that may affect the safety or wellbeing of others in line with relevant policies and procedures. [See here for more information.](#)

Where concerns are raised about a volunteer's behaviour or conduct, we will:

- listen carefully to what has happened
- consider the circumstances and any support that may be needed
- aim to resolve issues informally wherever possible
- explain clearly if any further action is required

In some situations, particularly where safety, safeguarding or the reputation of the charity may be affected, it may be necessary to review a volunteer's involvement in certain activities or roles. Any such decisions will be made fairly and in line with our policies and procedures. Our aim is always to work in partnership with volunteers and to support them to volunteer safely, confidently and positively.

13. Policy review

This policy will be first be reviewed on completion of all other policies on the volunteering section of the policy schedule, to complete cross-referencing and alignment.

Thereafter, it will reviewed every two years by the Volunteer Manager and updated as necessary to ensure that guidance remains appropriate, effective, and practical.

In addition, volunteers will have opportunities throughout their lifecycle to share feedback on their experience of the policy, which will help inform future updates and improvements.

Questions about this policy? Contact volunteering@lordstaverners.org