CANDOFM

Part 1 - Furness Broadcast Media Ltd. (CANDOFM) Volunteer Policy

1.0 Introduction
2.0 Strategy

3.0 Assessment of Opportunity
    3.1 Principles
    3.2 Responsibilities
4.0 Induction
5.0 Support
6.0 Equality and Diversity
7.0 Equal opportunities
8.0 Health & Safety
9.0 Insurance
10.0 Recruitment
11.0 Disclosure and Barring
12.0 Expenses
13.0 Problem Solving
14.0 General Data Protection
15.0 Confidentiality
16.0 Illness, Absence and Leaving
17.0 Return of Property
18.0 Volunteer agreements and voluntary work outlines
19.0 Advertising/ Sponsorship/Remunerations
19.1 Advertising available to volunteers
20.0 Social Media/ Marketing/ Branding
21.0 Political Discussion and Disclosure of Political affiliations

Part 2 - Volunteer Agreement.

1.0 Introduction

CANDOFM exists to provide a relevant and distinctive community FM and internet radio service to the Furness community primarily run by community participants involved in co-creating and consuming the service; specifically characterised as a radio station 'in the community, for the community, about the community and by the community.'

Volunteers are central to the success of CANDOFM. Volunteers bring a diversity of experiences that enhance services as a two-way exchange of skills, ideas, knowledge, competencies and behaviours. **It is the contribution of the volunteers that creates the opportunity**. We fully recognise the importance of volunteering in, gaining skills, personal development, becoming employable and feeling valued. We will fervently support volunteers to learn and progress within CANDOFM through a rolling programme to gain skills and experience that encourages personalised development at an appropriate pace.

2.0 Strategy

We are a volunteer-led organisation. The recruitment and retention of a diverse team of volunteers is the absolute core of our purpose. We will strive to provide an exciting, inclusive and creative atmosphere where our volunteers can thrive.

3.0 Assessment of Opportunity

CANDOFM will ensure that each volunteering opportunity is assessed and developed as follows:

The overall responsibility for the volunteer recruitment programme lies with the appointed volunteering officer working within the framework of the CANDO**FM** business plan. New vacancies will be coordinated by the volunteering officer in liaison with a relevant manager.

In line with our mission, CANDO**FM** seeks to involve volunteers to:

- Ensure our services meet the needs of our clients and listeners.
- Provide new skills and perspectives.
- Increase our contact with the local community we serve.
- Provide opportunities to build relationships with other community members and organisations.
- Enable community voice.
- Encourage social inclusion and social cohesion.
- Celebrate cultural diversity.
- Promote awareness of local authorities and public services
- Promote the ethos of Social Enterprise.
- Engage with and promote the opportunity to gain work experience

- Work respectfully as part of the CANDO**FM** team within designated roles.
- Follow Health & Safety, Safeguarding Equal opportunity, Equality and Diversity policies at all times.
- Volunteers are encouraged to express their views about matters concerning CANDOFM and its work.

We expect our volunteers to be:

- Committed
- Punctual
- Communicate issues with the appointed supervisor at the earliest convenience.
- Must declare hours
- Attend Reviews about involvement with the supervisor to assess engagement.
- Must never broadcast content which is or may be illegal, defamatory, obscene, seditious, racist, discriminatory, religiously or racially inflammatory, likely to incite violence or a breach of the peace or which is obtained unlawfully or the inclusion of which is a breach of any duty of confidence or duty of privacy or intellectual property or other rights of a third party or a breach of any applicable code by a regulatory body (whether voluntary or obligatory) in contempt of court; or obtained unlawfully.

Volunteers who present on-air content are:

- Expected to be familiar with and abide by the Ofcom broadcasting code of conduct and appropriate use of language guides.
    - Included in the Ofcom Code is guidance on Religion and Politics however no content of this nature is to be aired without the approval of the station management.
- Expected NOT to discuss any self-promotion or content that advertises a product or service for commercial gain with the station management and or directors before.
- Expected to seek guidance from station management and or directors before producing content of a political nature.

3.1 Principles

This Volunteering Policy is underpinned by the following principles:

- CANDO**FM** will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to CANDO**FM**'s work.
- CANDO**FM** expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work

- CANDO**FM** recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as provide the training for them to do their work effectively.
- CANDO**FM** will endeavour to recognise the efforts of volunteers. Examples of this may be through providing letters of recognition, a gift or gifts, personal thanks or by holding events throughout the year to celebrate volunteering.

3.2 Responsibilities

If, after assessment, it is decided to proceed the following will apply:

- Each volunteer will receive and accept a Volunteer Agreement giving details of their expectations of the volunteering role.
- Each volunteer has a role/task description.
- The volunteer will receive induction and ongoing support & supervision by their supervisor.
- All volunteers are provided with training to assist them to carry out their roles and to encourage their personal development.
- All volunteers are treated with equal respect.
- Where necessary, Disclosure and Barring Services checks are organised and funded.
- All Volunteers will be given regular feedback as appropriate.
- Volunteers are expected to always act in the best interests of the station.
- Volunteers are expected to treat the studio and equipment with respect.
- Whilst representing CANDO**FM**, volunteers, team members or staff must not also represent other organisations without prior approval.
- Volunteers who are given a 'regular' broadcast time have some responsibility to ensure their slot(s) are voiced. When this can't be done live the option is to pre-record or to find cover from another team member. It is essential to make the management team aware of absence at the earliest opportunity. Where management has not been informed in time to make alternative arrangements, and a designated slot is not voiced, covered etc. the presenter will receive a strike. Three strikes over a six-month period will result in the presenter's removal from the slot.

The member of staff allocated to support the Volunteer will be adequately trained and supported by the Manager.

Record keeping will be held with the Volunteer Officer, in line with CANDO**FM** Confidentiality Policy.

Directors: Overall responsibility for the Volunteers of CANDO**FM**

Station Manager: Responsible for the operation of the Volunteer Policy and any related procedures

Directors and Manager: Responsible for ensuring that staff in their areas are trained in and operate good practices when supervising & supporting volunteers

Responsible for ensuring volunteers can undertake their role; organising, supervising and supporting them during the process

Station Manager/Nominated Director: Responsible for the day-to-day recruitment, interviewing, training and support of volunteers. To support other staff members in good practice and law around volunteering

Station Manager/Nominated Director: Support application and training arrangements. Manage and maintain records.

All: To support volunteers to undertake their roles.

4.0 Induction

All new volunteers will be invited to a general induction and/or arranged meeting and will be required to review the following information:

- An overview of the mission, ethos, purpose and Values; Management, current and future aims, fundraising and sustainability plans.
- A tour of the building.
- Volunteering guidance and commitments – Equality and Diversity, Equal Opportunity Safeguarding, Health & Safety, Confidentiality and Data Protection, general A-Z of information.
- Current Ofcom broadcaster's code of conduct. A printed version will be provided upon request.
- Other Information as appropriate.

There will be a settling-in period of 6 to 8 weeks to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made at the end of this period.

5.0 Support

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems.

6.0 Equality and Diversity

CANDO**FM** is committed to equal opportunities and diversity consistent with the Equality Act 2010. This commitment extends to welcoming anyone from our community to become a volunteer. We will not discriminate against our volunteers on the grounds of age, sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment; and also

with respect to the social, educational and geographic background, trade union activity or similar bases.

We value people's differences and recognise the value that the different backgrounds, skills, outlooks and experienced volunteers can bring to the organisation.

We will not tolerate behaviour that contradicts the letter and intent of this statement of our policy for equal opportunity.

CANDOFM's separate Equality, Diversity & Inclusion Policy (2026, pending directors' approval) provides further guidance on accessible participation, reasonable adjustments, respectful conduct and raising concerns. This section remains in force and should be read alongside that policy once approved.

7.0 Equal opportunities

CANDOFM operates an equal opportunities policy in respect of all staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

The separate Equality, Diversity & Inclusion Policy (2026, pending directors' approval) sets out CANDOFM's wider commitments and complaints arrangements. Until approved, the existing equal opportunities provisions in this policy continue to apply. Concerns about station management that cannot be resolved directly, or where approaching management is inappropriate, may be raised with CANDOFM's directors. CANDOFM has no HR department.

8.0 Health & Safety

CANDO**FM** is committed to the health & safety of our volunteers.
We carry out risk assessments, which we act upon to lower risk. We will provide volunteers with any information, training or equipment they need to remain safe. Volunteers are expected to remember their duty of care towards the people around them, and not act in a way that might endanger those around them.

Volunteers are included in our health & safety policy.

Accidents & Incidents - Volunteers will be requested to complete the appropriate paperwork - Near Miss or Reporting Form.

All volunteers who drive whilst volunteering will be asked to sign to say they have a current MOT, Insurance that covers them to transport volunteers.

9.0 Insurance

Volunteers that are supporting CANDO**FM** are covered by the organisation's Insurance. CANDO**FM** has a valid insurance policy and volunteers will be indemnified through the organisation's insurance provided that they are carrying out activities within the guidelines that have been issued to them.

Volunteers who are required to drive as part of their volunteering role are required to inform their Motor Insurance Company in writing that they will be driving in a voluntary capacity. Volunteers are required to provide CANDO**FM** with a copy of their own relevant current insurance policies.

10.0 Recruitment

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

11.0 Disclosure and Barring

As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), CANDO**FM** complies fully with the code of practice*and undertakes to treat all applicants for positions fairly

CANDO**FM** undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed

CANDO**FM** can only ask an individual to provide details of convictions and cautions that CANDO**FM** are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended)

CANDO**FM** can only ask an individual about convictions and cautions that are not protected.

CANDO**FM** is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.

CANDO**FM** actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

CANDO**FM** selects all candidates for an interview based on their skills, qualifications and experience.

CANDO**FM** ensures that all those in CANDO**FM** who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.

CANDO**FM** also ensures that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

At an interview, or in a separate discussion, CANDO**FM** ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to the withdrawal of an offer of employment.

In consideration of the recruitment of ex-offenders. An application for a criminal record check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.

CANDO**FM** makes every subject of a criminal record check submitted to DBS aware of the existence of the code of practice and makes a copy available on request.

CANDO**FM** undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

* https://www.gov.uk/government/publications/dbs-code-of-practice

*https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/474742/Code_of_Practice_for_Disclosure_and_Barring_Service_Nov_15.pdf

12.0 Expenses

It is good practice to reimburse volunteers for the expenses incurred as a result of volunteering. Volunteering should not cost volunteers money and therefore CANDOFM will endeavour to reimburse reasonable and genuine out-of-pocket expenses. The decision to reimburse is also discretionary and will be considered on an individual basis. In all cases, a volunteer's expense form must be completed and accompanied by evidence of expense.
Please also bear in mind Furness Broadcast Media ltd. has a responsibility to inform Social Security for volunteers, team members or staff claiming benefits and/ or earnings, employed or self-employed.

13.0 Problem Solving

The relationship between CANDO**FM** and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

In most cases it is preferable to deal with problems through informal discussion as this can lead to greater understanding and an agreement to find solutions can be quick with minimum risks of embarrassment, suffering, disruption and working relationships.

In many cases, it will be sufficient to raise the problem with the appointed supervisor. If a volunteer is unsatisfied with the appointed supervisor's solutions or involvement then problems can then be brought to the attention of the station volunteer officer, management or directors for further consideration.

14.0 General Data Protection

CANDO**FM** asks for some personal details from its volunteers and asks permission to store this information on our database. This is to ensure that we can contact them and take account of their Health & Safety. CANDO**FM** takes responsibility for looking after this information seriously. We respect their privacy and follow GDPR 2018 guidance at all times when asking for or handling volunteers' information. We will only ask for information that we need, we keep the information securely, limit access to it and will not pass details on without consent unless legally obliged to. Sometimes we may ask for information that the law considers particularly sensitive. We will always ask for explicit consent before taking or using the information.

15.0 Confidentiality

Volunteers and staff who are privy to personal information are expected to observe the rights of the individual and follow the GDPR 2018 guidance at all times.

We have processes in place to look after and safeguard the confidentiality of people using our services. Staff and volunteers must not pass on personal information to anyone else or use it for a different purpose without the person's consent, except in some specific circumstances enshrined in law.

Furness Broadcast Media Ltd. (CANDO**FM**) has a duty to ensure all staff and volunteers take appropriate and proportionate steps to protect an individual's personal data from accidental disclosure; this includes policies and procedures which require that:

Individual passwords will not be shared or disclosed to others, so only those authorised to view or use personal data may have access to it

Documents including any personal data are disposed of when no longer required

Care is taken to ensure that personal data is stored with adequate password protection/encryption and is not left visible or freely accessible on laptops or in files either in or out of the office.

Staff and volunteers are aware of the dangers of "gossip" and sharing information with other staff or volunteers, who do not need access to the information, as part of their role.

16.0 Illness, Absence and Leaving

We advise volunteers not to come into the CANDO**FM** studio if they have a heavy cold or another ailment. For sickness &/or diarrhoea they should be symptom-free for 48 hours following the last episode before returning.

If an illness necessitates a prolonged absence from volunteering or you take time out for other reasons e.g. travelling, or bereavement, we will ask you to have a short 'return to volunteering' interview. This will enable us to update you on any changes that have happened in your absence and arrange any support that might be needed.

For planned leave, the volunteer should inform the station management with plenty of notice as possible.

If a volunteer has been absent with no real explanation, or if they have been off for a long time, a member of the station management or directors should contact the volunteer. If this

does not resolve the problem then a decision will be required to cover any programming the volunteer was involved with to ensure the station is fulfilling broadcast requirements.

17.0 Return of Company Property

Upon leaving CANDOFM, for any reason, volunteers and staff are required to return to us any property, which may be in your possession, and which is our property or relates in any way to our business or affairs. It is your responsibility to return any property as described within two weeks of leaving.

18.0 Volunteer agreements and voluntary work outline

Each volunteer will have a volunteer agreement establishing what CANDO**FM** undertakes to provide them. In addition, they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; CANDO**FM** has no intention of creating a contract with any volunteers.

19.0 Advertising/ Sponsorship/ Remunerations

CANDOFM needs to find revenue streams in order to provide the service. While we advocate that volunteers make potential clients aware of our advertising, sponsorship and media services, under no circumstances should a volunteer attempt to negotiate sponsorship advertising or financial remuneration of any kind without prior agreement and/or endorsement from the station management.

19.1 Advertising available to volunteers

After six months of volunteering, volunteers have the option to use a radio advertisement for free. The terms are for one advert no longer than 30 seconds that will play 15 times per week for a twelve-week campaign. This can only be claimed once in any 12-month period and at the discretion of the stations' management and the board of directors. Volunteers may pass this benefit to family and friends. Additional plays and options are also available and will be subject to the current pricing structure.

20.0 Social Media/ Marketing/ Branding

Social media is embedded into our everyday lives. As a media-focused community organisation, it is imperative that our social media reflects the ethos of the station and its obligation to the broadcasting regulator Ofcom. With this in mind, we ask that all our volunteers do not give their opinions of a political nature on any of the CANDO**FM** social media pages. We respect the opinions of all of our presenters and ask that expressions of political opinions should be made on your own personal profile or other pages. The main reason for this is so that the station reports, but remains neutral in respect of the support of any one particular political party.

Social media pages for a particular time slot or show must not be set up independently. Generally, the station is not opposed to this once approval has been given from the station's management.

CANDOFM branding must not be used without approval. We will allow presenters to use the station's logos however it is important that we have oversight of use to maintain a standard of imagery and branding that represent CANDOFM.

21.0 Political Discussion and Disclosure of Political affiliations

The Ofcom Broadcasters Code of Conduct in Section 5 states that there must be 'Due Impartiality and Due Accuracy and Undue Prominence of Views and Opinions.' We require that all presenters are familiar with this information as part of the station volunteer and staff agreements and induction training. CANDOFM has an excellent record of providing our platform with equal opportunity to all political parties. We ensure equal coverage at all times in the same manner as is required during the Purdah periods, the period leading up to elections.

To ensure we follow the regulator's guidance we request that all politically influenced content or on-air discussion must be approved by management beforehand.

We also require that all volunteers declare any political affiliations. This is to aid management to avoid interview arrangements with guests that have the same political views as our presenters. This is to avoid any biased discussion.

Volunteer Agreement

I, …….(*full name in capitals*), agree to be a volunteer with Furness Broadcast Media Ltd. *CANDOFM* and commit to the following:

1. To help CANDOFM provide a community FM and internet radio service to the Furness community.
2. Not to use involvement with CANDOFM for commercial gain without prior agreement.
3. To consider my social media profile when engaged as a volunteer of CANDOFM
4. To perform my volunteering role to the best of my ability.
5. To adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and clients.
6. To maintain the confidential information of the organisation and of its clients.
7. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangements can be made.
8. I will make the station management aware of my political affiliations
9. To provide referees, as agreed, who may be contacted, and to agree to a police check (DBS) being carried out where necessary.

My agreed voluntary time commitment is ……..

This agreement is binding in honour only and is not intended to be a legal contract between CANDOFM and you. It may be cancelled at any time at the discretion of either party. The agreement does not represent an arrangement of employment.

Agreed to: **…….** **…….**

Volunteer signature **Furness Broadcast Media Ltd. *CANDOFM***

Date:

Version: 1.5 Date: 25/01/2024 Agreed by: Paula Blenkinship