



Blue Flamingo Community Hub CIC

Volunteer Agreement & Code of Conduct

Policy Owner: Blue Flamingo Community Hub CIC

Date policy reviewed: 20.1.2026

Date policy approved: 20.1.2026

Designated Safeguarding Lead: Erin Singleton

Part 1 – Volunteer Agreement

The Blue Flamingo CIC depends on its volunteers for much of its work, including fundraising, engaging with its clients (whom we call members) and operational responsibilities at its cafes & hubs in the Preston area. The organisation would simply not be the same without the help of its volunteers to supplement its paid staff. As such, your help to the organisation is critical and we thank you for your support. We will do the best we can to make your volunteering experience with us as enjoyable and rewarding as possible.

We ask all our volunteers to sign this informal agreement as part of our volunteering processes.

I agree:

- To help Blue Flamingo CIC to fulfil its services.
- To perform my volunteering role to the best of my ability.
- To complete and return paperwork, complete DBS checks and participate in training as requested.
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and members.
- To maintain the confidential information of the organisation and of its members.
- To meet time commitment and standards agreed to, except in exceptional circumstances, and give reasonable notice so other arrangements can be made.

Blue Flamingo CIC will:

- Provide a safe environment to your volunteering.
- Provide you with an induction to our organisation.
- Give you training to do your role effectively with support and feedback.
- Value and respect you.
- Include you in the life of the organisation.
- Recognise your contribution.
- Do our best to support you in your volunteering role

Part 2 – Code of Conduct – Safeguarding Adults, Young People & Children

All adults who work or volunteer with, and on behalf of vulnerable adults, young people or children are accountable for the way in which they behave and for the steps they take to manage risk, manage their own personal boundaries and safeguard vulnerable people.

Our Mission: to provide a welcoming space for older people to socialise and access support in a familiar, friendly café-style setting.

Throughout all our work and activities the best interests of the people who use our services is our prime concern. We appreciate the time, energy and commitment that everyone brings to Blue Flamingo CIC. Through our consistent approach we each play a part in helping to ensure that the support offered by Blue Flamingo CIC helps keep people safe. Adults working or volunteering with older people, young people or children occupy a position of considerable trust. Our conduct and behaviour, including in our private life, must

demonstrate that we will always act in the best interests of the people with whom we come into contact. We avoid any behaviour which may compromise our ability to safeguard these people and Blue Flamingo CIC's reputation.

This Code of Conduct is accepted and signed by all trustees, staff and volunteers across Blue Flamingo CIC and ensures that we are all aware of our responsibilities and expectations in supporting older people. It is introduced to trustees, staff and volunteers as part of their induction and indicates that we fully understand and are committed to Blue Flamingo CIC's policies and procedures for safeguarding, confidentiality, information sharing and governance.

Copies of the signed Codes of Conduct will be held on file in Blue Flamingo CIC records. In order to acknowledge our individual responsibility to protect service users, and to reduce the likelihood of abuse taking place, each trustee, member of staff and volunteer signs their agreement to:

- 1) model and promote Blue Flamingo CIC's commitment to safeguarding in all aspects of their work and wider conduct, including in the use of social network sites;
- 2) not to exploit or abuse their position;
- 3) follow the Blue Flamingo CIC's Standards and Methods of Practice, the policies and procedures relating to safeguarding, including this Code of Conduct, and policies relating to confidentiality and information sharing and information governance;
- 4) follow Blue Flamingo CIC's procedures for reporting concerns or about the behaviour of an individual without delay;
- 5) undertake safeguarding training specific to their role and if asked to do so, in order to keep knowledge and skills up to date;
- 6) model positive examples of behaviour;
- 7) not make inappropriate, sexual or abusive remarks;
- 8) listen to and respect the views of others;
- 9) recognise that people can be adversely affected by words and actions and to sensitively challenge inappropriate, offensive, racist or abusive language and behaviour, when safe and appropriate to do so.
- 10) take responsibility for my own emotional & physical boundaries by monitoring my level of comfort during interactions; I will aim to address minor discomfort directly and respectfully with the individual concerned and will seek immediate support from the ED or SC if this presents a challenge for whatever reason, or to report any ongoing or serious issues.

Signed: _____

Date: _____