



95 Acre Lane  
Brixton  
London  
SW2 5TU

Tel: 020 7737 1419  
Fax: 020 7737 4328

Email: [lvac@lambethvac.org.uk](mailto:lvac@lambethvac.org.uk)  
Website: [www.lambethvac.org.uk](http://www.lambethvac.org.uk)

Dear Friend,

To ensure that there is a clear understanding of the service currently being offered it is important that a representative from your organisation reads this letter.

We are currently in the process of developing the Volunteer Centre and are therefore not able to offer a full range of services. However we are able to offer a signposting service, using the 'do-it' website and our volunteer bank we are also able to advertise your volunteering opportunity to a wide audience. We can also provide information on a range of volunteering matters, and an e-newsletter to keep organisations up-to-date with our project.

Once we are fully operational registered organisations can expect to access a number of services. These might include advice on volunteer engagement and management, training in all aspects of working with volunteers and the opportunity to join a Volunteer Management Forum.

### **How we work**

Once we have received your 'Organisation Registration Form' and your 'Opportunity Form' they will be loaded onto the 'do-it' database, you will then be able to view your opportunity on [www.do-it.org](http://www.do-it.org). When you fill in the forms remember that the information you provide will be used to advertise your opportunities on the internet, you should try and keep the information as interesting as possible. If you do not wish to have the details of your opportunity published on the internet please tick the relevant box on the opportunity form.

Volunteers are signposted to appropriate opportunities, they will then contact you directly. Volunteers who apply through 'do-it' will also be given your contact details. This may have administrative repercussions if you are not prepared for a high response. One way to ensure you generate interest from only appropriate volunteers is to be as specific as possible with your description of the tasks and skills that you require on your opportunity registration form.

The Volunteer Centre Project does not carry out any part of the recruitment process on your behalf. Please bear in mind the following:

- We will not necessarily have met with a volunteer who has been referred to you.
- We will not have carried out any screening processes on any of the volunteers that are referred to you.



Developing, Supporting and Empowering Lambeth's Voluntary and Community Sector

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- We provide the information about your opportunity to the volunteer, it is down to your organisation to assess their suitability.
- Volunteers that come forward will be diverse in terms of backgrounds and skills. If you are looking for people with specific qualifications please state these on your 'Opportunity Registration Form'.

There are some minimum requirements that we ask organisations to set in place before we promote their volunteer opportunities. These measures are to safeguard both the organisation and the volunteer. We also encourage good practice in working with volunteers and can provide information on various aspects of volunteer management. We ask that organisations have the following documents in place before taking on volunteers

- Insurance policies should specifically cover volunteer activities
- Health and Safety documents should be followed and volunteers introduced to the document in their induction. Legal guidelines in relation to Criminal Records Bureau and working with children and vulnerable adults should be followed.
- Your organisation should have an Equal Opportunities policy and should work in a non discriminatory way with volunteers.

We recommend that organisations have in place the following:

- One specific person as a contact for the volunteer
- A written volunteer role description
- A volunteer expenses policy
- A volunteer policy which includes details about induction, training, support and responsibilities.

In addition to these points it is essential that you inform us if your opportunity changes, is filled or ceases. You should try to respond to volunteer enquiries as soon as possible and let them know the timescale that your recruitment process is expected to take. In the event of having to let a volunteer go, they have the right know the reasons why.

From time to time we will request data about the service we have provided for monitoring purposes.



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We will promote your opportunity locally and nationally, through the 'do-it' website. We will make the opportunity inactive on your request. We will send you information as and when you request it to help you meet our minimum requirements and develop your good practice working.

This letter sets out the criteria that need to be in place before we place volunteers with your organisation and the services that we offer.

Please ensure that this letter is read, signed and returned to Eli Wislocka, Freepost RLZJ – AREZ - RAYY, Volunteer Centre Project, 95 Acre Lane, Brixton, SW2 5TU

Name of Organisation.....

Name.....Position.....

Signature.....Date.....



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