

Volunteer Handbook



Behind them. Always.



Welcome to Poppyscotland.



Thank you for choosing to volunteer with us! Your support is so important, and it's only through the efforts of our fantastic volunteers, like you, that we can make a real difference to the lives of veterans, those still serving and their families living in Scotland.



Volunteers are involved throughout Poppyscotland. For example, you may be organising the Scottish Poppy Appeal in your local area or fundraising at an event. You may be tasked with providing support at one of our offices or welfare centres, or supporting our Learning team onboard Bud – our interactive learning resource. Whatever your role with us, we want to make sure that you are supported and feel valued.

Without your time, skills and experience, we would simply be unable to provide practical, life-changing support to our Armed Forces community living in Scotland.

This handbook explains everything you need to know about volunteering with us, and we hope you find it useful.

Thank you again, on behalf of all of those who will benefit from your time and generosity.

Gordon Michie,
HEAD OF FUNDRAISING, POPPYSCOTLAND
(Royal Air Force 1988 -1995)

Behind them. **Always.**

We reach out to those who have served, those still serving, and their families. At times of crisis and need we offer vital, practical advice, assistance and funding.

We believe that those who serve or have served, whether regular or reserve, are deserving of our support to live life fully without disadvantage after Service. No veteran should live without the prospect of employment, good health and a home, and we all have a part to play in achieving this.

We were established in 1921 as The Earl Haig Fund Scotland but adopted our current name and logo in 2006 to reflect our revised fundraising activities and welfare work.

In June 2011 Poppyscotland merged with The Royal British Legion (RBL) – which operates in England, Wales and Northern Ireland – to form the largest charity group supporting the Armed Forces community across the UK.

We continue to operate as a distinct charity within the RBL group of charities, relying on public donations to allow us to continue our life-changing work.

In 2018/19 we raised more than



£4.6
MILLION
in voluntary income.

We spent in excess of



£3.2
MILLION
on our charitable activities.

To put that into context, we must raise more than



£12,000
a day to continue our work.



“Volunteering at the Inverness Welfare Centre has given me a new positive outlook on life and a confidence I never thought I would get back. Being a volunteer has been one of the most rewarding and exhilarating experiences.”

JIMMY, WELFARE CENTRE VOLUNTEER



Our values.

We believe in:



Service

We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.



Collaboration

We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.



Passion

We are passionate about our role and contribution. With a positive outlook we are resilient and committed to work.



Excellence

We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each other constructively and are willing to learn.



Valuing Our People

We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone's contribution.



PoppyScotland provides life-changing support to our Armed Forces community.



For our Armed Forces community in Scotland to be free from disadvantage and given support to live life fully.



We will work with our Armed Forces community to provide them with direct support in their time of need and improve their lives by mobilising the support of the wider Scottish community.



Our commitment to volunteering.

You can expect that we will:

- Treat you with consideration, respect and appreciation.
- Make sure you know what your role is and how to carry it out.
- Reimburse your agreed out-of-pocket expenses.
- Provide you with an induction and any training and support to help you carry out your role.
- Ensure that you are informed, safe and adequately insured while volunteering with us.
- Resolve any concerns quickly and fairly.
- Celebrate your successes and recognise your contribution and achievements.
- Give you a voice within the organisation, asking for your views and ideas whenever we can.

In return, we ask that you:

- Treat all supporters, volunteers and staff with consideration, respect and appreciation.
- Always consider the safety, welfare and confidentiality of yourself and others.
- Perform tasks and complete training in line with your role profile.
- Pioneer our values and vision in your volunteering.
- Volunteer within our current guidance, policies and instructions.
- Keep us informed about your volunteering, availability and changes in circumstance.
- Ask questions and share ideas.



Our volunteering activity.


The Scottish Poppy Appeal

What we are best known for: the annual cash collection in support of our Armed Forces community raises awareness and vital funds. We are always looking for collectors to grow local totals and Volunteer Organisers to drive the Appeal in their area. If you have even a few hours to spare, we'd love your support!

Poppyscotland Welfare

Our welfare centres in Inverness and Kilmarnock provide direct, practical support to our Armed Forces community. Volunteer roles include supporting with reception and administrative tasks to helping grow local networks and supporting with drop-in sessions.

NEARLY
£3 raised from the
Poppy Appeal
every year
MILLION



IN 2018/19
5,513
enquiries through
our Welfare Centres



Year-round fundraising

Our Regional Fundraisers work all year round to support and inspire local fundraising outside of the Scottish Poppy Appeal. They support a range of fundraising activities from 'Tea & Toast' events and Armed Forces Day collections to quiz nights and personal challenges. If you'd like to fundraise for us outside of the Scottish Poppy Appeal, please get in touch! fundraiseforus@poppyscotland.org.uk.

Bud

Bud is Poppyscotland's vehicle for exploration and learning, comprising of a mini poppy factory, micro-museum and with interactive learning opportunities. Bud is free to access and accessible to all. Our volunteers support members of the public as they explore. It is helping us keep remembrance relevant all year round and is possible thanks to National Heritage Lottery and LIBOR funding. Find out more at poppybud.org

WW100 Exhibition

One-hundred stories of Scotland during World War One are told through the perspective of 100 young artists. The artworks depict stories from individual acts of valour on the battlefield, naval tragedies off the coast of Scotland, workers toiling in factories at home, to the brave members of the Scottish Women's Hospitals at the Western Front. The exhibition is touring Scotland. Find out more at learning.poppyscotland.org.uk

Volunteer Speakers' Network

Our volunteers are vital to communicating our vision through sharing their personal experiences and the stories of the people we support. Our network of passionate public speakers engage with youth groups, schools, communities and organisations. Please, get in touch for more information volunteer@poppyscotland.org.uk



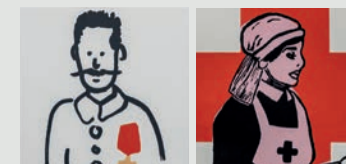
In its first year Bud had



and visited

176 SCHOOLS
& EVENTS

WW100
SCOTLAND
WHAT DO WE LEARN FROM ALL THIS?



Getting started.

Recruitment & Selection

All Poppyscotland volunteers will be asked to complete a short [application form](#). Please let us know if we can support you with completing your form. We ask for the details of two referees and some of your personal information. Depending on the specific role applied for, we may contact your referees or arrange for you to have an informal chat with a member of the team.

Poppyscotland volunteers must be aged 14 or over and those under 16 must be accompanied by an adult whenever they volunteer with us.

Your Poppyscotland Contact

When you volunteer with us, you will be given a named contact at Poppyscotland. This is the person you can go to if you have any questions about your role, and they will provide you with any support you may need. Our [Volunteer Development Officer](#) will also be on hand to offer any specific support for your volunteering.

Induction

To support you in feeling prepared and informed for your role, your role profile and this handbook forms a key part to your induction. Depending on your role, your Poppyscotland contact may deliver a more in-depth induction and provide you with access to digital learning resources that are to be completed before you start.



Check out our website for more volunteer resources!

poppyscotland.org.uk/volunteer-guide

A typical induction will include:

- An introduction to Poppyscotland, your role and how your time will support your wider team.
- Discussing policies relevant to your role.
- Any essential procedures, i.e. timekeeping, rota, etc.
- Health and safety guidance, including identification of any risks associated with your activities and how to manage or reduce these.
- Any other information relevant to your role.

Support & Development

We aim to give you everything you need to begin your volunteering journey feeling comfortable and confident. Further training, guidance and support is available through your Poppyscotland contact. We are happy to help and encourage you to get in touch.



“Working with a great bunch of volunteers is rewarding, especially knowing we are helping to support the veteran community in Scotland.”

ROB, VOLUNTEER ORGANISER



Poppyscotland essentials.

When volunteering with us, you will need to be aware of the following policies and guidance. Please take a few moments to read through these. You can find more information in the [Volunteer Downloads](#) section of our website or get in touch with our [Volunteer Development Officer](#).



Health and Safety

Poppyscotland is committed to maintaining a safe and healthy environment for all our volunteers. In return, we expect all our volunteers to help maintain a safe volunteering environment for all, and to not put yourself or anyone else at risk by your acts or omissions.

If your role includes specific responsibilities for Health and Safety, you will receive training and guidance as part of your induction.

Our [Risk Assessment Help Sheet](#) will support you in how to identify and minimise risks in your area.



Accidents and Incidents

All accidents and incidents that affect you, other volunteers, colleagues or visitors, no matter how minor, are to be reported to your Poppyscotland contact as soon as possible. In the event of an emergency, contact the emergency services immediately and share details of the incident with us when you are in a position to do so.

Personal Safety

Volunteering with us is a rewarding and exciting experience. The opportunity to raise the profile of Poppyscotland, engage with the local community and other volunteers, and to raise essential funds is important to everyone at Poppyscotland and the people we support. The personal safety of you and other volunteers is equally as important.

We have assessed the personal safety risks that may be encountered, and produced the [Volunteer's guide to... Staying Safe](#) - providing hints & tips to stay safe whilst you volunteer with us. You may feel you are familiar with the risks, but please take time to read our handy guide.



Equality and Diversity

As a Poppyscotland volunteer, you will share our commitment to promoting diversity and eliminating discrimination. No matter what background you may come from or what attributes you may possess, everyone deserves to be treated fairly.

Confidentiality

We value the trust of our volunteers, staff, supporters and the general public. At times in your volunteering, you may become aware of details and information that we ask not to be shared with anyone outside Poppyscotland. From personal contact details, changes in circumstances or visitors to our support services, we all value our privacy and we all have a responsibility to maintain the trust people have in Poppyscotland.

Dealing with Personal Data

We understand how important your personal data is. Quite rightly, our volunteers and supporters expect Poppyscotland to keep their information safe and secure. Our [Privacy Policy](#) contains information on how we manage personal information in compliance with current data protection legislation. If, as part of your role, you have access to the personal data of volunteers, supporters, staff, or the people we support, it is important that you are aware of our data protection and confidentiality policies.

Our handy [Dealing with Personal Data Help Sheet](#) can support you to stay informed and up to date with how we must manage the data of others.



Safeguarding

We have a responsibility to safeguard and protect vulnerable groups, including children, young people and adults. As well as members of the public, a vulnerable person may also be a volunteer operating in your area.

Our [Safeguarding Help Sheet](#) will give you further information on our shared responsibilities around protecting people at risk.



More information on each of these topics can be found at poppyscotland.org.uk/volunteer-guide

“I love the opportunity to interact with the public every year and at other events throughout the year. It gives me a sense of satisfaction and knowing that the money I am collecting will go a long way to help someone who needs it the most.”

JENNIFER, VOLUNTEER COLLECTOR



Media Relations

While we encourage you to share your personal volunteering experience with family and friends, we don't expect you to comment to the Press on behalf of Poppyscotland. Media relations are handled by our PR & Marketing team which consists of trained specialists in this area. If you receive any enquiries from the Press, please get in touch with your Poppyscotland contact in the first instance.

Our [Media Help Sheet](#) will support you if your volunteer role expects you to use traditional Press/ social media on behalf of Poppyscotland.



Leaving Poppyscotland

We recognise that your circumstances may change, and as a result you may decide to leave or take a break from volunteering with us. If you do take this decision, please let us know as soon as possible. For some roles we ask for you to send written confirmation.

We are happy to provide references for any of our volunteers who have volunteered for a suitable period.

Social Media

From Facebook and Twitter, to Instagram and WhatsApp, social media plays an important part in the lives of our volunteers, supporters, staff, donors and the people who we support. We encourage the responsible use of social media. It is important to remember that we are all ambassadors for Poppyscotland and that social media is never private.

Individuals are personally responsible for what they communicate on social media – as part of their role or on personal sites. Remember that what you post on social media will be available for anyone to read, including colleagues, volunteers, future employers and people you don't know – for a long time. Keep this in mind before sharing content. And if in doubt, don't post it!

Keep up to date with all our volunteer activity on our [social media accounts](#).
[@poppyscotland](#)



Insurance for Volunteers

Poppyscotland has appropriate insurance which covers all approved volunteering activity. This provides cover in the event of a volunteer being harmed due to negligence of the charity, or injury of a third party as a result of the actions of a volunteer whilst performing Poppyscotland duties.

Your availability

We appreciate that you make your volunteering commitment to us, over and above life's many other obligations. If you need to change your volunteering plans, please keep your Poppyscotland contact informed with as much notice as possible.

Using your own vehicle

Poppyscotland does not provide motor insurance for volunteers. If you are using your own vehicle for Poppyscotland business, we will not be liable for any risks which you have not insured yourself against. You will also need to inform your insurance company that you will be using your vehicle for charity business. It is important to ensure your vehicle is maintained to a safe and legal standard. Additionally, volunteers must be appropriately qualified and meet the medical standards for their vehicle category.

Volunteer Expenses

We will reimburse reasonable out of pocket expenses in line with our [Expenses Policy](#). You will need to complete an [expense form](#) and submit this along with any tickets or receipts. All expenses must be agreed in advance with your Poppyscotland contact.



Resolving Concerns

We are committed to maintaining the highest standards of integrity, honesty and professionalism whilst complying with all legal obligations. We make every effort to ensure that our business is conducted according to these standards.

Volunteers may be aware of, or suspect, certain failings or wrongdoings within the charity. You are strongly encouraged to raise any concerns you may have in accordance with our [Whistleblowing Help Sheet](#).



All reports raised will be considered and action will be taken, as necessary. Any volunteer involved in an investigation may be suspended or asked to stand down while an investigation is ongoing. It is also important to note that Poppyscotland discourages spurious or dishonest whistleblowing reports.

Our [Supporting with Complaints Help Sheet](#) can guide you in managing a complaint about our fundraising, support or the services we offer.



“Poppyscotland has been great at being flexible, offering times for me to volunteer that fit in with my working life.”

HARRY, VOLUNTEER COLLECTOR



"Thoroughly enjoyed my experience on Bud. It was a great opportunity to learn more about the work of Poppyscotland whilst interacting with passionate staff and enthusiastic pupils."

DAWN, BUD VOLUNTEER



We love to hear from you.

Tell us your stories

We love to hear from you about your volunteering experiences and are always on the lookout for new case studies. If you've had a special experience whilst volunteering with us, or have any photos or images of your volunteering that you'd like to share, please get in touch by emailing volunteer@poppyscotland.org.uk.

Keeping in Touch

We will contact you from time to time with information about upcoming events and other news. You can decide how and when we communicate with you, and we will never share your details with anyone from outside Poppyscotland. If you'd like to update how we communicate with you please let us know supportercare@poppyscotland.org.uk.

Recognising our Volunteers

Volunteers are the lifeblood of Poppyscotland. Poppyscotland Volunteer Awards are one way of us thanking our volunteers for all their support.

When a volunteer has supported us for five years or more, they can be nominated for a **Poppyscotland Long Service Award**.

The **Poppyscotland President's Award** is our way of recognising volunteering excellence!



Our [Privacy Policy](#) has more information on how we keep in contact with our volunteers, supporter and donors.



You can find out more at poppyscotland.org.uk/about-us



Our [Volunteer Awards Form](#) has all you need to know about how we recognise the time, effort and commitment of our outstanding volunteers poppyscotland.org.uk/volunteer-guide



Useful contact details and information.



poppyscotland.org.uk/volunteer



@poppyscotland



Poppyscotland



@poppyscotland



@poppyscotland



poppybud.org.uk

Poppyscotland volunteers can support in their local area as Bud continues to visit a range of locations throughout the country.

Bud Volunteers encourage visitors to come on board, helping them to explore the exhibits, gather feedback and deliver informative sessions. Ex-service personnel share their own thoughts on Forces life and encourage discussions with young people. Supporting Bud staff with the management of our mobile educational resource, Bud volunteers help us to reach every local authority area in Scotland.



Poppyscotland Office Details:

Poppyscotland Edinburgh (Head Office)
New Haig House
Logie Green Road
Edinburgh
EH7 4HQ
Tel: 0131 557 2782

Poppyscotland Inverness
The MacRobert Centre
Strothers Lane
Inverness
IV1 1LR
Tel: 01463 710 300

Poppyscotland Glasgow
Cameronian House
9 Holyrood Crescent
Glasgow
G20 6HJ
Tel: 0141 338 6580

Poppyscotland Ayrshire
The MacRobert Centre
44 King Street
Kilmarnock
KA1 1NP
Tel: 01563 598 000



Contact us.

Call: 0131 550 1597

Email: volunteer@poppyscotland.org.uk

Visit: poppyscotland.org.uk/volunteer



Behind them. Always.



PoppyScotland is a member of The Royal British Legion group of charities, and is a trading name of The Earl Haig Fund Scotland. Scottish Charity No. SC014096. A Company limited by guarantee. Registered in Scotland No. 194893 at New Haig House, Logie Green Road, Edinburgh EH7 4HQ. The Royal British Legion, Haig House, 199 Borough High Street, London SE1 1AA. Charity Registration No. 219279.

