

Mini CHANGE MAKERS

VOLUNTEERING POLICY

VERSION 1.0

Policy information

Organisation	Mini Change Makers UK CIC
Policy owner	Directors
Approved by	Frednalyn (Gail) Peck (Managing Director) and Cherry (Dee) Duchemin (Creative Director)
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Version	1.0

1. Our commitment to volunteers

At Mini Change Makers UK CIC (MCM), we believe that even the smallest act of kindness can make a lasting difference. Our volunteers bring so much more than their time: they bring ideas, warmth, creativity, experience and a genuine wish to make life brighter for children, families and our community. We are grateful for every person who chooses to be part of that.

We want MCM to feel like a place where people belong, where they can be themselves, try something new, make friends and feel proud of what we achieve together. From your first hello to your final goodbye, you deserve to feel welcomed, valued, heard and respected.

Your time is precious. We know you could choose to spend it in many ways, and we will never take your generosity for granted.

2. Welcoming everyone

We welcome people from different backgrounds, cultures, ages, abilities and experiences. Everyone has something valuable to contribute, whether through professional skills, lived experience, practical help or a willingness to get involved.

We aim to make opportunities accessible, consider reasonable adjustments and communicate clearly. Some roles have additional requirements, particularly when working with children.

3. Finding the right role

Before joining, volunteers will be told what their role involves, expected activities and time commitments, relevant responsibilities and who will support them.

Depending on the role, we may request references, verify identity or undertake appropriate Disclosure and Barring Service (DBS) checks where legally eligible. We will provide suitable guidance before volunteers undertake activities.

4. Support, wellbeing and development

We know that every volunteer has a life beyond MCM, with family, work, hopes and challenges of their own. We will welcome you warmly, introduce you to the team, explain what to expect, offer the guidance and training your role needs and make sure you know who to turn to when you have a question or need a little support.

You can tell us when something feels difficult, unclear or too much. We will listen and work with you to find a sensible way forward. No one should feel they must put their health, wellbeing or family second to prove their commitment to MCM.

5. Keeping children and everyone safe

The safety and wellbeing of children come first. Volunteers must follow our Safeguarding Policy, agreed supervision arrangements and appropriate boundaries, and report concerns promptly.

Volunteers must not contact children privately through personal messaging or social media. Children’s photographs and personal information must not be shared without appropriate permissions. Parents and carers normally supervise their own children at family activities unless another arrangement has been expressly agreed.

6. Kindness, dignity and mutual respect

Kindness is not just something we bring to our community activities; it is how we want to treat one another every day. Whether you are a volunteer, director or partner, you deserve to be met with dignity, fairness and respect.

We will not tolerate bullying, harassment, discrimination, intimidation, humiliation, deliberate exclusion or retaliation. We will not always agree, and that is okay. Different perspectives can make us better, provided we listen with care and speak to one another respectfully.

No one should be made to feel small, silenced or unimportant. We ask everyone to respect personal boundaries, confidentiality and the trust that families and fellow volunteers place in us.

7. Giving your time

Volunteering is freely given and is not paid employment. We agree realistic time commitments and recognise that availability changes with work, family, health and other circumstances.

Volunteers may reduce their hours, change their involvement or take a break without pressure or guilt. We value contributions whether regular, occasional or for one activity.

8. Volunteer expenses

We do not want volunteers to be unnecessarily out of pocket. Reasonable, agreed expenses directly related to volunteering may be reimbursed where funds are available and prior approval has been given.

We will explain eligible claims, receipts and expected reimbursement times. Volunteers should never feel obliged to spend their own money on MCM activities.

9. Recognition, appreciation and references

Sometimes the simplest thank you means the most. We will make time to notice the effort, ideas and care our volunteers bring, celebrate milestones and achievements, offer thoughtful feedback and support opportunities to learn and grow.

Where appropriate, MCM may provide a character reference or confirmation of volunteering experience for employment, education or other opportunities. References are at the discretion of an authorised Director, based on direct knowledge and fair, factual information. We will obtain the volunteer's consent before sharing a reference.

10. Having a voice and being heard

Your voice matters here. We hope you will bring your ideas, ask questions, tell us what could be better and feel comfortable seeing things differently. Some of our best ideas may come from someone joining us for the very first time.

You should never worry that speaking up respectfully or raising a genuine concern will lead to embarrassment, exclusion or unfair treatment. We may not be able to act on every suggestion, but we will listen properly and explain our decisions with care.

11. When things go wrong

Even with the best intentions, people can misunderstand one another or get things wrong. If that happens, we will try to listen first, understand what happened, give everyone a fair chance to be heard and find a constructive way forward. We will communicate with sensitivity, respect privacy and be willing to learn when we could have done better.

Where appropriate, we will seek constructive resolution before ending a volunteering arrangement. Serious misconduct, safeguarding concerns or risks to others may require immediate protective action. No volunteer should be disadvantaged for raising a genuine concern in good faith.

If a concern involves one Director, volunteers may approach the other. If it involves both Directors, MCM will seek an appropriate independent reviewer wherever reasonably possible. Safeguarding matters follow safeguarding procedures.

12. Pausing, stepping away and leaving well

Life changes, and sometimes volunteering needs to change with it. You might need a little break, have less time to give or feel ready for a new chapter. That is okay. Where possible, a little notice helps us plan activities and handovers safely, but we will always aim to respond with understanding rather than guilt.

When someone leaves, we want to thank them properly, celebrate what they brought to MCM and make any handover straightforward. We will arrange the return of materials and closure of access where needed, and offer an optional conversation to hear what went well and what we could improve. There is no pressure to take part.

Where MCM ends an arrangement, we will explain the reasons respectfully, subject to safeguarding and confidentiality requirements, and follow a fair and proportionate process. Not every experience works out as hoped; that does not diminish someone's contribution.

However long you have been with us, we hope you leave with good memories, new connections and the knowledge that your time and kindness truly mattered.

13. Feedback and raising concerns

Volunteers can raise feedback or concerns with their activity lead or an MCM Director, or email Minichangemakers@outlook.com. We will acknowledge concerns, explain next steps and aim to respond within a reasonable timeframe. Unresolved concerns will be considered under our Feedback, Complaints and Raising Concerns Policy.

Safeguarding concerns must be reported promptly to the Designated Safeguarding Lead or Deputy, or statutory services where appropriate. Call 999 in an emergency. Related policies include Safeguarding; Equality, Diversity, Inclusion & Belonging; Privacy and Data Protection; and Feedback, Complaints and Raising Concerns.

14. Our shared responsibility

The responsibility for making MCM a kind and welcoming place starts with us as directors and activity leads. We will aim to live these values, not simply write them down. We ask volunteers to bring the same care, honesty and respect to one another. Together, we will keep listening, learning and making MCM better.

Our promise to every volunteer 💚

You are sharing something precious with us: your time, your energy and your kindness. And for that, we are truly grateful.

We promise to value your contributions, welcome your ideas, celebrate your achievements and listen when something matters to you. Above all, we will always remember that you are a person first, and a volunteer second.

We want you to feel comfortable being yourself, sharing your thoughts and knowing that your voice matters. We understand that life is busy, circumstances change and everyone has different things they can give. Whatever time you share with us, it will always be appreciated.

Whether you join us for one afternoon or stay for years, we hope you find friendship, a sense of belonging, shared laughter and the joy of knowing you've made a difference.

And whenever your volunteering journey takes you somewhere new, we hope you'll look back on your time with us with warmth and happy memories.

Because at Mini Change Makers, the people making change matter just as much as the change we make.