

FAQ's for Local Network Volunteers.

This document aims to answer the frequently asked questions by Local Networks whilst also highlighting some important processes, guidance, policies and position statements. If you find a common question is missing or you need clarity about anything listed below please either contact your Volunteer Development Officer or the Volunteering Team (networks@crohnsandcolitis.org.uk).

Further support can be found on the [Volunteer Resources](#) section of our website.

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Branded merchandise

Q – Where do we get branded resources?

- Information booklets for events can be ordered from [here](#).
- Information sheets for events can be downloaded and printed from [here](#).
- Pens, badges, balloons, wristbands, flags, collection tins, buckets, flyers, vinyl banners – please contact networks@crohnsandcolitis.org.uk stating the quantities required. Depending on the quantities required networks may be charged.
- Local Network pull up banners – each network was provided with one, but some have purchased more using their own funds to be used at multiple events and/or left with hospitals to display in clinics. Please contact networks@crohnsandcolitis.org.uk to discuss this and obtain the poster design.

Q – Can we create branded materials for Local Network use?

The current provided branded resources are aimed at covering the general needs of Local Network actives however we understand that some networks wish to create their own branded materials to further support their events and awareness activities. Recent examples of this have been:

- Crohn's & Colitis UK hoodies with the individual network's name on.
- Branded gazebo to use at multiple outside awareness stands and events

Before producing these materials networks are required to get the design approved by both the Volunteering and Communication Teams to make sure the design adheres to our brand guidelines but also that it is the most effective use of Local Network funds over the medium to long term. If you are considering producing branded material, please contact your VDO to discuss.

Q – Can we sell branded merchandise?

Updated August 2019

Local Networks can ask for suggested donations when selling our charity pens, pins and wristbands however they are not able to sell their own created merchandise. This is because the impact of doing so does not outweigh the time, cost and effort it would take to create, promote and administer such an activity both by volunteers and staff. The Fundraising Team do sell extra items during the registration process for WALK IT and Run the Night and are looking at ways to further expand this with a dedicated online shop.

Q – How do we create business cards?

The template for business cards can be found [here](#) and please let us know if you need any help editing the template with your network's name, email, website and social media details. If you wish to further localise the business card please contact your Volunteer Development Officer for advice and guidance before going to print.

Data Protection

Q – How do we deal with GDPR – Data Protection?

Issued June 2018

In light of the new General Data Protection Regulations (GDPR) we thought we'd take this opportunity to remind you not to collect or hold data on supporters, attendees, general public etc. Please destroy/delete any locally-held distribution lists or other such documents – do contact the Volunteering Team if you have any questions about this. It is acceptable to record numbers of attendees, but please do not collect any personal data at local network events. In all instances, please put people in touch directly with Crohn's & Colitis UK.

If members or others have queries about current/inactive/lapsed membership, please direct them to the Charity's Membership Team. For enquiries about how individuals can be kept up-to-date about local events, please signpost them to networks@crohnsandcolitis.org.uk or 01727 734 475.

Q – Are we able to put personal contact details on our communications?

To protect both the volunteer and enquirer personal contact details must never be added to any communications or given out at events.

If you wish for supporters to contact your Local Network please ask them to use the following methods

Postal address

Crohn's & Colitis UK xxxxx Network
1 Bishops Square, Hatfield, AL10 9NE

Email

Those networks who manage their own Local Network Crohn's & Colitis UK email please use that otherwise use networks@crohnsandcolitis.org.uk

Telephone

0300 222 5700

Q – What does Data Protection mean for using social media and email accounts?

Details about the implications of Data Protection relating to using social media and email accounts can be found in the guidance for both of these [here](#).

Event planning and promotion

Q – What key things do I need to consider from a risk and insurance perspective?

Anyone organising an event on behalf of Crohn's & Colitis UK has a legal duty to ensure the safety of everyone attending, including visitors, volunteers, and health professionals. In the event of an insurance claim the event organiser may be required to produce a completed risk assessment to prove that they had taken necessary precautions against risk. This is why it's essential that, as part of the planning process for all events, a risk assessment is carried out to identify any risks and put in place necessary precautions.

The Network has a duty of care to provide a safe environment but is not responsible for the actions of individuals if they do not comply with reasonable requests or guidance provided in relation to the risk assessment.

Risk assessment form and related guidance on insurance can be found [here](#)

Q – What is a suitable gift for speakers at Local Network events?

Most speakers wish to donate their time for free and don't expect anything in return. However if you feel a small gift is appropriate we would suggest nothing worth over £10 and that it's not to be in monetary form i.e. cash, gift voucher or an honorarium

Q – What can and can't be promoted via our website, emails out to supporters and on Local Network social media?

Website

Type of events added to the website

- Events hosted by your Local Network
- Events where your Local Network will have a physical presence at with an awareness stand, bucket collection etc. For these types of events the event needs to clearly say who is running the event and who to contact for more information.

Type of events not added to the website

- Events not hosted by your Local Network or they don't have a physical presence at.
- Events that are in aid of your Local Network but the network will be not be attending.

Emails out

- Only events able to be listed on the website can be emailed out
- Events hosted by your Local Network – education, social, fundraising
- Awareness stands will only be emailed out in a multiple event email. We can look to add local events run by Head Office i.e. WALK IT, Family Days, Patient Education Programme to create a multiple event email but this does depend when these sorts of events were last promoted.

Local Network Social Media

- Any event the network is hosting or attending
- Where you wish to promote a local event that you are either not organising or involved in please be sure to make this clear on the post or event description and signpost to who they should contact for further information.

Q – How much notice do the Volunteering Team need to send out an email on behalf of a Local Network?

Issued August 2018

The Charity as a whole is increasing the number of communications going out to members and supporters in general. This means we may not be able to send out Local Network emails at short notice as we have done in the past where they clash with other charity emails already planned in. To help combat this we have previously asked networks to give us at least 7 days' notice before they wish any communication to go out. Going forward this required notice period will increase to 14 days to help the Charity plan its communications better. This is not to say that we're unable to send out communications if these notice periods are not met but we are unable to guarantee it. Our advice is to plan in advance, aim to send an email out two weeks before an event (not later) and let us know as soon as events are confirmed to allow us to schedule the emails in.

Q – How do we manage ticketed events?

Issued August 2018

Due to recent introduction of improved Safeguarding Policies for ticketed events we are asking that Local Networks don't set up their own Eventbrite pages (or similar) and instead contact the Volunteering Team to create an Eventbrite page under our networks account. This will allow us to safely manage the data stored, allow us to run safer events and make sure there is a consistency in message. It will also allow us the potential to get more feedback on local events so we can shout even louder about the great impact our fantastic volunteers have on those affected by Crohn's and Colitis. Eventbrite pages should be requested to be set up when running events that have a capacity and require a ticket to attend. We aim to get the Eventbrite pages set-up within 5 working days of request.

Q – Can we charge attendees to attend our events?

Issued September 2019

Due to the VAT implications of selling a ticket, payment can only be taken for events where the sole purpose is to fundraise i.e. a charity ball, quiz night. Payment cannot be taken for commercial activity (ie. education events, socials). Where you wish to cover the cost of these events through donations you can ask for a suggested donation, but the donation should not be compulsory to attend and should be received in person or via JustGiving. Donations cannot be taken via your ticketing platform.

Events for young people and families

Q – Can Local Networks host events aimed at or including under 18 years old and their families?

Yes, and we would absolutely encourage you to. Before progressing with your plans please contact the Volunteering Team (networks@crohnsandcolitis.org.uk). This will then allow us to support you in making the most of this opportunity by taking advantage of the resources we have internally whilst also making the event as safe as possible. We have staff who can help you with contacts and leads to paediatric services, trusted suppliers, linking you up with other activity in this area and other potential resources. We can also help with some of the work involved to make sure that the event is a success, beneficial to both you and the attendees and as safe as possible for everyone.

Q – Do you have a Safeguarding and Child protection policy

Yes, these can be found [here](#).

Expenses

Q – How do Local Network volunteers claim for reasonable expenses incurred doing their role?

Our Staff and Volunteer Travel and Subsistence Policy as well as claim forms can be found [here](#).

Chaired Local Network expense claims should be sent to the Network's Treasurer

Coordinated Local Network expense claims should be sent to the Network's Link Volunteer

For expenses related to nationally run volunteer events i.e. WALK IT, training events, speaking opportunities, claims should be sent to volunteering@crohnsandcolitis.org.uk

Q – Is there any guidance on what costs can be claimed at a Social Event?

Issued November 2018

Guidance on this can be found [here](#) under 'Guidance on Expenditure for Social and Activity Events'

Where necessary the Volunteering Team will forward on any correspondence onto a nominated OT member. Where an OT has not nominated a specific person to receive post, it will be forwarded to the Lead Volunteer.

Networks should ensure that they notify the Volunteering Team when they are expecting the potential of a larger volume of communications.

Fundraising

Q – How can we make sure JustGiving or similar money comes to your Local Network?

Issue October 2018

When a Local Network sets up a JustGiving or similar fundraising page it needs to clearly say in the blurb that the money is going to the network. The Fundraising Team (fundraising@crohnsandcolitis.org.uk) also need to be made aware of this so they can allocate the money to the network once the page has closed.

Local supporters who wish to raise money for a Local Network via a fundraising page also need to do these and other steps [detailed here](#) to make sure the money is transferred to the network in a timely manner. Failure to do this can mean the money is not able to be transferred as at point of donation fundraisers were not told where their money would go.

Q – Can we run distance raffles/lotteries?

Local Networks are not to host their own distance raffles (ones where you sell tickets remotely) and are asked to promote the Charity's yearly Raffle for Research and the [Crohn's & Colitis UK Weekly Lottery](#). Local Networks are of course able to host raffles at their events where the draw and prizes are given out on the day to those attending.

Newsletters

Q – Do Local Networks need to produce and post a newsletter to members?

The newsletter is a key Network activity and the main form of contact with members, especially those whose email address we don't have.

- Networks are expected to produce at least two newsletters a year, but many Networks choose to produce more in order to maintain regular contact with postal members, to promote big upcoming events like education meetings or fundraisers whilst also giving members an update on the network's and charity's recent activities.
- The Volunteering Team will email out the newsletter on behalf of the network to members who have provided the organisation with their email addresses.
- The Network must cover all production and postage costs for those that are sent a hard copy, however you can seek sponsorship from local business but be sure any mention of this fits our [Newsletter Advertising policy](#).
- The Volunteering Team will provide pre-printed labels with member addresses for those who haven't given us their email.

Q – Is there a Newsletter template we need to use and content ideas?

Support around Newsletters, including templates and content ideas can be found [here](#).

Q – Do newsletters or other physical mailings need to be checked?

Q – How long does newsletter proofreading take by the Volunteering Team?

Q – How do I get membership address labels?

Issued August 2018

We are asking that networks send us a copy of any pending communications (newsletters/mail outs) to members/supporters so that it can be proofread by the Volunteering Team. We aim to get this done within 5 working days of receipt of communications. Once approved we will then be able to send you membership labels.

Local Grants

Q – How do Local Networks spend their funds on non-Local Network activities or events?

This is covered by our Local Grants policy [here](#).

Any questions about this please contact your VDO.

Recruitment and Induction

Q – What does each Local Network volunteer role involve?

Role descriptions for each role can be found [here](#).

Please speak with your Volunteer Development Officer or Lead Volunteer if you need any further clarity or support in your role.

Q – What references are required to be a Local Network volunteer?

Updated August 2019

Before becoming a Lead or Finance Volunteer we ask that volunteers provide us with two referees who are able to provide references. These referees should be current or previous employer. Family and friends will not be accepted as referees. Those taking on these two roles even in a temporary basis will still need to provide referees due to the responsibility and importance of the role.

Q – How old do you need to be volunteer in a Local Network?

Updated August 2019

Guidance on this can be found [here](#) under 'Involving Young Volunteers'.

Q – What is the standard recruitment process for a Local Network volunteer?

Please check out the “How to recruit volunteers” in the [Your Role section](#).

Q – As a new volunteer what things do I need to read and do as part of my induction?

When joining the Local Network, you will receive a Welcome Pack in the post which contains your charity t-shirt, [Volunteer Handbook](#), Welcome Letter and [safeguarding material](#). All of which contains useful information to understand your role better, how a network works and make sure that everyone who takes part in our activities or services can do so in an enjoyable and safe environment.

You'll also receive a welcome email which gives you links to other important [policies](#) for you to read and the [Volunteer Resources](#) section to help further induct you into the role. There is also [online training](#) that we ask all new volunteers to carry out.

If you don't receive the Welcome Pack and email within 14 days of starting as a volunteer please contact the Volunteering Team at networks@crohnsandcolitis.org.uk

Research and patient involvement enquiries

Q – How do we deal with research requests from hospitals, research agencies and academics?

Updated August 2019

Occasionally researchers, hospitals and local companies contact Local Networks to request support with their studies or product/services development.

To make sure only appropriate and ethical opportunities get promoted by our Local Networks, and to increase the number of opportunities the Charity promotes, please pass these enquiries onto the relevant teams below and only promote opportunities that are listed on our website at [Research Involvement Opportunities](#) and [Patient Engagement](#).

If a researcher or academic contacts your network asking you to promote their take part in research opportunity please direct them to our [Information for Researchers](#) and forward their email onto researchinvolvement@crohnsandcolitis.org.uk, who will be happy to discuss this further with them. If the opportunity meets our criteria, we will list it on our website [here](#).

If a local hospital or Clinical Commissioning Group (CCG) contacts you to promote opportunities they have in local services, and example of this could be a focus group to develop a new pathway, please forward them onto patientengagement@crohnsandcolitis.org.uk, who will be happy to discuss this further with them. If the opportunity meets our criteria, we will list it on our website [here](#).

Once the opportunity is on the website, the Research or Patient Engagement Team will contact the network, so they can promote it locally on social media, at events and in newsletters.

Response times from Volunteering Team (service-level agreements)

Updated August 2019

We understand that a volunteer's time is precious and to help you make the most of it we aim to reply to communications by a certain time with at least a response or a completed action. These are:

- Initial response to an email – 3 working days
- Newsletter checking – 5 working days
- Emails out on behalf of Local Network – 14 days
- Sending out labels – Once communication has been checked by Volunteering Team
- Setting up Eventbrite events – 5 working days

Unfortunately, in certain circumstances delays may be unavoidable however we will always look to keep you updated if this happens. If you require a response or action quicker than the above time frames please make us aware on a case by case basis.

Created: Feb 2020
Next review: Feb 2021