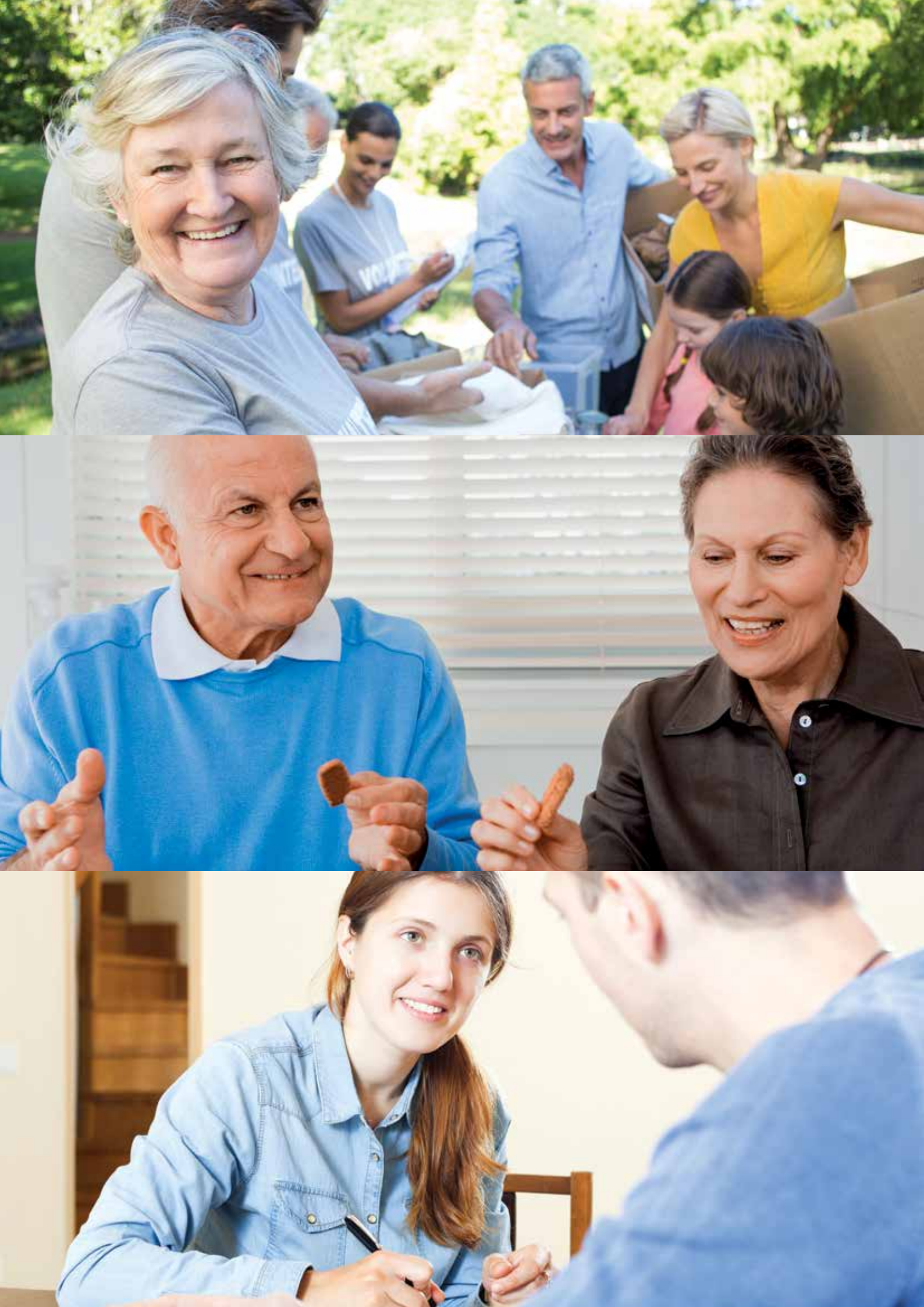


# Royal Air Forces Association Volunteer Handbook

February 2016







# Contents

<b>Foreword from RAF Association Secretary General .....</b>	<b>4</b>	<b>Volunteering for the RAF Association.....</b>	<b>10</b>
<b>Introduction .....</b>	<b>5</b>	Getting involved .....	10
<b>The RAF Association.....</b>	<b>5</b>	Volunteering roles .....	10
Who we are.....	5	Induction and training .....	11
A brief history of the RAF Association.....	5	Support and supervision.....	11
<b>The RAF and who we help .....</b>	<b>6</b>	Time out or moving on .....	12
The RAF.....	6	<b>Information and resources.....</b>	<b>12</b>
The RAF family.....	6	Welcome pack.....	12
What we do.....	6	Where to find information.....	12
Impact of our work.....	7	Uniform and when to wear it.....	12
<b>The RAF Association .....</b>	<b>8</b>	Expenses and how to claim them .....	13
Our membership .....	8	Where to go for help or if you have a problem..	13
Our Branches and Clubs.....	8	News and events.....	13
Volunteers .....	8	<b>Policies and guidance summaries .....</b>	<b>14</b>
<b>Vision, mission and values of the Association ..</b>	<b>9</b>	Accessing the policies.....	15
		Volunteer policies list .....	15
		Contact us .....	15
		<b>Locations of employees of the RAF Association ..</b>	<b>16</b>



# A warm welcome from the RAF Association Secretary General

**The Royal Air Forces Association is the charity that supports the RAF family and the majority of that support is provided by people like you: our volunteers. Whether you are interested in fundraising, visiting lonely individuals or providing more involved welfare support, I would like to thank you on behalf of everyone we help.**

This handbook will tell you everything you need to know about volunteering for the Association, including many important legal requirements, so I encourage you to read it thoroughly and keep it close to hand for reference.

Thank you again for your interest in the Association and I hope you find your volunteering rewarding and fulfilling.



**Nick Bunting CDir  
Secretary General**  
Royal Air Forces Association



## Introduction to volunteering for the RAF Association

A 'volunteer' is a person who freely offers to take part in an enterprise or undertake a task.

The importance of volunteers to the Association cannot be overstated. As a member-led welfare charity, the welfare services we deliver are only made possible because thousands of volunteers willingly give up their time each year to help members of the RAF family.

Volunteers supporting the Association do so by freely offering their time, unpaid, to help achieve the mission and aims of the charity, through supporting our welfare, membership and fundraising activities.

This Volunteer Handbook is aimed at volunteers who are already volunteering for the Association or are looking to get involved. It should help volunteers understand a bit more about the RAF family, how the Association supports them and how the different aspects of volunteering work.

It covers the different roles as well as the training and different types of support offered to volunteers. It also covers what to do if a volunteer has a problem.

In short, the Volunteer Handbook is a resource to explain the things that volunteers need to know in order to volunteer with us. We hope that our volunteers will find it useful.

Thank you for kindly donating your time to support the Association. Please contact the Volunteering Team on [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk) or on **0116 266 5224** if you need to talk about any aspect of your volunteering.

## The RAF Association

### Who we are

The Royal Air Forces Association (the Association) is a member-led welfare charity that supports the RAF family.

Receiving no government contributions, our work is completely funded by the generosity of our members and through vital donations from our supporters in the general public and from businesses.

The Association exists as recognition that RAF personnel and their immediate families dedicate their lives to their country, and to ensure that such a sacrifice does not result in suffering, poverty or loneliness.

Whether it's an injured airman fighting to get back on his feet, a young child missing a parent away on overseas operations, or a World War II veteran needing a shoulder to lean on, we are here to help all generations of RAF service personnel and their families.

### A brief history of the Association

In 1929, in the Sergeants' Mess at RAF Andover, three men named Vernon Goodhand, Joe Pearce and Warrant Officer Bartlett met to discuss the formation of a single organisation dedicated to the welfare of serving and ex-serving RAF personnel.



By 1930 a provisional committee had been formed called 'Comrades of the Royal Air Forces Association'. Air Ministry support for the Comrades came in 1933 when the Air Council officially recognised the organisation and Lord Trenchard accepted the Presidency. Throughout the early 30's the new Association made rapid progress, establishing benevolent schemes and distributing Christmas hampers to unemployed members.

In 1936, King George VI gave his patronage – and the Association has been honoured with Royal patronage ever since. By 1943, with more than a million serving in the RAF, the organisation's name was changed to the Royal Air Forces Association. The Association has continued to maintain its Royal links and HM the Queen currently acts as Patron.

More information on the Association's history can be found on our website at [www.rafa.org.uk/who-we-are/history](http://www.rafa.org.uk/who-we-are/history)



# The RAF and who we help



## The Royal Air Force

The RAF is the air component of the United Kingdom's Armed Forces (the other services being the Royal Navy and British Army). The RAF was formed on 1 April 1918 and has around 35,000 personnel (as of April 2014). It is commanded from the Headquarters Air Command at RAF High Wycombe.

## The RAF family

The RAF family includes all serving and ex-serving personnel and their dependants. To be eligible for welfare support, for both themselves and those who depend upon them, service personnel need to have served a minimum of one day in the RAF.

Anyone serving or who has served in the RAF, Regular or Reserve, their respective partner, spouse and/or dependant children is part of an RAF family.

## The RAF roundel

All the world's military forces have markings on their aircraft to identify their aircraft and each has a different way of doing so. The RAF's is either a tri-colour insignia with a blue outer ring, white middle ring and red inner, as used on training aircraft, or a blue and red two-colour roundel for operational aircraft.

The Association's logo looks similar to the RAF logo and combines the RAF roundel with the Association's tagline 'The charity that supports the RAF family.'



## What we do

The Association is at the forefront of providing support to the RAF family. As well as continuing to help those who served in World War II, we have given assistance to vast numbers of service personnel including veterans of the conflicts in the Falklands and the Middle East, and those affected by the campaigns in Afghanistan and Iraq.

Today, the Association carries on its vital work and is needed even more than ever. The Association continues to operate a network of over 400 Branches worldwide and has a membership of over 61,000. Our Welfare Officers continue to seek out those in need and provide a range of services to help ease their difficulties. Over 80 years after being founded we are still making a huge difference to the lives of service personnel, former service personnel and their families.

## Impact of our work

**The Association is incredibly proud of its achievements, many of which are achieved through the help of our volunteers. Some of the fantastic impacts from 2014 are highlighted below:**

- The Association raised £1.6 million for the Wings Appeal
- 77p of every £1 raised was spent on direct help
- An average of 40 support grants were released each week, worth over £571,000
- Almost £500,000 was secured in war pensions and Armed Forces Compensation Scheme (AFCS) funds
- Storybook Wings – 2,600 children have received a story through this scheme, up to 2014
- Refurbishment of our welfare contact houses on stations, where children can spend time with parents in a homely environment
- Free Wi-Fi was provided across a number of RAF station facilities and this is continuing to grow
- We work closely with the RAF Families Federation, giving voice to the issues and concerns of all RAF personnel and their families
- We supported selected RAF sports teams including RAF Ladies' Football, the RAF Volleyball Association, RAF Motorbike Teams as well as Football Referees
- We supported the Invictus Games
- We provided assistance to Paralympic/Olympic hopefuls
- We made around 100,000 welfare contacts, calls and visits, with the help of our volunteers
- Over 450 welfare volunteers were involved in delivering our services and bespoke support where it was needed
- We organised nationally accredited welfare teams – Area and Branch around the UK and Overseas





# The Royal Air Forces Association

## Our membership

The Association's membership is a huge part of the charity, being a 'member-led, welfare charity supporting the RAF family.' Without our membership, we wouldn't exist. 'Ordinary Members' of the Association are serving or ex-serving RAF personnel, with 'Associate Members' ranging from the partners of members to members of the public who wish to join and support the charity in some way.

Volunteers wishing to become Associate Members are welcome to do so. Membership is a great way to meet new people with similar interests and/or experiences and for volunteers that are serving or have left the RAF, it is also a great way of keeping in touch with old colleagues.

## Membership numbers

- Over 62,000 members worldwide
- Nearly 5,000 new members joined in 2015
- 422 Branches

## Our Branches and Branch Clubs

We have a network of Branches and Branch Clubs located all over the UK and overseas. Our Branches are the embodiment of all the values of our Association and are the key element of our comradeship-based organisation.

Branches and Branch Clubs – Made up of a core committee of Chair, Treasurer, Secretary, a wider committee and Ordinary and Associate Members. Some of our Branches have premises (Branch Clubs) that provide a meeting place where members get together every month, and other Branches and Registered Members Groups (RMGs) have regular meeting places in their area. They are places where local welfare advice is given and they provide a useful base for fundraising activity.

Registered Members Groups (RMGs) – These groups have no formal premises or committee structure but are a fantastic way of keeping social links in an area where there is no Branch.

Virtual Branches – These Branches do not have a geographical meeting place but exist online. Virtual Branches otherwise function like a Branch and have a full committee. Virtual Branches tend to be of a specialised nature, for example the Armourers' Branch. Virtual Branches often get together, in person, once or twice a year.

To find your local Branch, you can use the Branch finder tool on our website at [www.rafa.org.uk/members/branches-and-clubs](http://www.rafa.org.uk/members/branches-and-clubs).

## Volunteers

Volunteers are key to everything we achieve. We have just over 200 staff at the Association but we are proud to have over 8,000 volunteers all over the UK and overseas and we are always delighted to welcome more volunteers to the team. More details about the roles volunteers undertake are below.

From those in our Branches, to our Caseworkers in Areas carrying out welfare, to our fundraisers all over the UK supporting the Wings Appeal, we need our volunteers to deliver our support to the RAF family.

We depend on volunteers who don't have an RAF background as well as those who have a link to the RAF, have served or are serving. We are proud of all our volunteers and the services they give to support others. What our volunteers all have in common is the desire to get involved and support the RAF family.

## Vision, Mission and Values of the Association

### Our vision

"...to ensure that their sacrifice does not result in suffering, poverty or loneliness..."

### Our mission

"Through and with our members and supporters, to promote the welfare by charitable means of all serving and former members and their families of Our Air Forces."

### Our values

#### Honesty and openness

We place our beneficiaries at the heart of everything we do, so it is important that every member, supporter, staff member and volunteer feels able to inform us of anything the Association needs to be aware of, to ensure our work is done to the highest of standards.

#### Respect and trust

We pride ourselves on having a supportive and respectful team of staff, volunteers and members who can trust each other to do their part.

#### Commitment to excellence

We are committed to ensuring that everything we do is to the highest of standards. The Association is proud of its staff and volunteers and the hard work they put in to make the Association a success.







# Volunteering for the Association

## Getting involved

The Association wants to welcome as many volunteers to support the Association as possible, so we have made it very straightforward for volunteers to get involved. After registering your contact details on our website at [www.rafa.org.uk/volunteer](http://www.rafa.org.uk/volunteer) and applying for any of the roles you wish to support we will keep you updated by email, via the website and Volunteer Portal, and through phone contact, to let you know of opportunities near you that you may wish to be involved in.

All you need to do to get involved is to tell us what you'd like to do. Don't be put off if the role that interests you looks challenging, as we will support you at every step, including providing information and training.

## Volunteering roles

So that we may welcome as many volunteers to support our work as possible, we have a number of different volunteering roles on offer.

### Befrienders

The Association's Befriending service helps to alleviate isolation and loneliness in a number of ways. In order to ensure that the RAF family, who need us, feel part of the community, Befrienders can help to integrate people back into relevant social groups in their local area and help them to meet new people. They can also provide regular visits themselves, keeping people involved in the RAF family. Befrienders can be in touch with beneficiaries by providing an in-person visit or through making a telephone call.

### Branch Volunteers

There is a role for everyone within a Branch, Branch Club or Group. From helping out with a Club premises, or by running the bar, to managing the accounts, to supporting a fundraising event or helping out with administration. Volunteers can either get in touch directly with their local Branch to find a role or they may respond to a specific request from us to fill an advertised vacancy.

### Caseworkers and Branch Honorary Welfare Officers

This role can involve anything from helping a recently-disabled client submit an application for home alterations, to giving an isolated individual information about the Association's Wings Breaks Hotels. Caseworker volunteers are put in touch with someone who needs help, through their Area Welfare Officer (AWO). The volunteer will liaise with the AWO to discuss the best way to support the beneficiary.

### Event Assistants

Supporting our presence at various events, Event Assistants help to set up stands, speak to the public about our work and help to build awareness of the charity.

### Fundraising Team Leaders

Volunteers in this role take a lead in setting up community fundraising activities, with the support and guidance of the Association professional team. Fundraising Team Leader volunteers help to recruit, motivate and manage other fundraising volunteers in their local area.

### Fundraisers

Whether it's supporting a street collection or helping out at an event, it is always good fun to be part of this team and a great opportunity to meet other volunteers with similar interests. Fundraiser volunteers can pick and choose the activities they wish to support according to their availability.

### Storybook Wings Editors

Storybook Wings Editors help families feel closer by adding sound effects and music to a story that a parent has recorded for their child to listen to while they are working away from home. The volunteers create professional and unique keepsakes for children to enjoy.

More information about each of the above roles can be found on our website at [www.rafa.org.uk/volunteer/roles](http://www.rafa.org.uk/volunteer/roles)

## Induction and training

We provide comprehensive training for each role we offer. We recognise that excellent training is the best way to break down barriers for volunteers. Training for volunteering roles is either mandatory or offered to volunteers who would like to benefit, depending on the role. This will be outlined in the role profile. Training could take many forms, including:

- Face-to-face learning – where you will be invited to a session with a number of other volunteers carrying out the same role, to provide you with in-depth training for roles such as Caseworker, where our training is accredited through AIM (Aspiration, Inspiration, Motivation).

- Web-based learning – through an online portal where you can easily access the information you need for your role, at a time to suit your schedule.
- Resource pack learning – as part of your welcome pack, depending upon your role, you may receive information to read through and familiarise yourself with before starting.

All volunteers supporting the Association will receive an induction via their assigned manager. This may be face-to-face, over the phone or online.

## Support and supervision

Volunteers will receive support from their assigned manager (who could be from the Welfare Team, Fundraising Team or a Branch) and can expect to receive help for any issues they have, as well as advice and guidance for how to get the most from their role. The Association actively encourages its volunteers to get in touch with us to discuss any aspect of the role, so that we can support volunteers and help them enjoy and succeed in their role. Volunteers do not need to wait for a supervision meeting to get in touch with us for a discussion or with a question.

## Breaks

Volunteers at events or activities can expect to receive a break of at least 20 minutes every four hours and will be able to take comfort breaks as and when required.



## Time out or moving on

Understanding that many of our volunteers lead busy lives and may sometimes be away for a number of months (particularly if serving in the Armed Forces), we can pause a volunteer's time with us and renew their volunteering when they are free to undertake the duties of the role again. Volunteers just need to let us know. Volunteers may be offered refresher training when they return to their role.

Volunteers wishing to cease volunteering for the Association are asked if they can inform us. Volunteers wishing to leave may do so at any time.

## Information and resources

### Welcome pack

On completion of a successful application for one of our volunteering roles, volunteers will receive a welcome pack which will contain all the information about their role and other useful resources that will help them in their next steps.

Volunteers will either receive their welcome pack through the post or will be able to download an electronic copy from our website, depending on their role and the content of the pack. Additional copies of information in the pack can be obtained via the Volunteer Portal at [www.rafa.org.uk/volunteer/login](http://www.rafa.org.uk/volunteer/login) or by contacting [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk).

### Where to find information

There are many sources of information for volunteers of the Association. These include:

- The RAF Association website: [www.rafa.org.uk/volunteer](http://www.rafa.org.uk/volunteer)
- The Volunteer Portal: [www.rafa.org.uk/volunteer/login](http://www.rafa.org.uk/volunteer/login)
- The Association's Facebook [www.facebook.com/rafwingsappeal](https://www.facebook.com/rafwingsappeal) and Twitter [www.twitter.com/rafwingsappeal](https://www.twitter.com/rafwingsappeal) pages
- By email: [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk)

Volunteers can then decide if they would like to continue to receive information about the Association or whether to stop hearing from us altogether.

References can be obtained on request, either through a volunteer contacting their manager directly or by contacting the Volunteer Manager at Head Office via [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk), where they will follow up with the assigned manager of that volunteer.

### Uniform and when to wear it

If you have been provided with a uniform, either as part of your welcome pack or at the event or activity you are attending, you will be expected to wear this. Uniforms are provided to enable us to raise the profile of the charity and inform the public about who we are (t-shirts, sashes, badges etc) or they are provided for a health and safety reason (footwear, waterproof etc). There are some roles, such as Befriender and Caseworker roles, where no uniform is required, however you should carry your ID card with you.

All volunteers are expected to be presentable and wear smart but practical clothing for the role they are undertaking. Smart jeans are fine, as are clean trainers. We ask volunteers to use their discretion for the role they are undertaking and to ask their manager if they are unsure what is appropriate to wear.

## Expenses and how to claim them

Volunteers for the Association are entitled to claim reasonable out-of-pocket expenses for Association volunteering work. In order to claim expenses, volunteers will need to submit an expense claim form to their manager. Expense claim forms can be found on the Volunteer Portal. The manager will then sign this form and it will be processed quickly. For more information on expenses and what can be claimed, please refer to the Expenses Policy for Volunteers.

## Where to go for help or if you have a problem

If a volunteer encounters a difficult situation that they need additional support with, volunteers are initially asked to contact their manager about it. Should this not be possible, or should the problem be with their manager, volunteers are asked to contact the Volunteer Manager at Head Office ([volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk) or **0116 266 5224**) who will seek to help resolve the issue. Beyond this, there is an official complaints procedure outlined in the Complaints Policy for Volunteers.

## News and events

Keeping up-to-date with what is happening with the Association and the RAF is an important part of being an RAF Association volunteer. We will keep you updated via the monthly supporter newsletter, to let you know about events, big news or local happenings in your area. A copy of this can be found on the volunteering news section of our website at [www.rafa.org.uk/volunteer/news](http://www.rafa.org.uk/volunteer/news).

The Association's latest news can be found on the news section of our website at [www.rafa.org.uk/what-we-do/news](http://www.rafa.org.uk/what-we-do/news)





# Policies and guidance summaries

The following summaries give a short overview of the volunteer policies that are available for volunteers. Please read the policies that are relevant to your volunteering role and speak to your manager if you have any queries or thoughts on them.

### Volunteer Agreement

Expectations for volunteers: Volunteers can expect to be treated fairly and with respect, to be provided with the tools needed to carry out their role (including training and a safe environment), to be entitled to confidentiality, and to be valued and thanked for their contribution.

Expectations of volunteers: In return, we ask volunteers to treat others with respect, to follow all instructions and guidelines given, to be reliable, and to inform us of any changes in their availability to volunteer.

The full Volunteer Agreement, which volunteers are asked to agree to on application for a role with us, can be found on the Volunteer Portal.

### Volunteer Code of Conduct

Volunteers are expected to conduct themselves in the knowledge that they are representing the Association and should therefore follow our values, guidelines and expectations of behaviour. We give help and advice for volunteers on what is and is not appropriate when volunteering for a shift or at an event.

The full policy can be found on the Volunteer Portal.

### Diversity Policy for Volunteers

All volunteers can expect their applications to volunteer to be treated fairly and to be given the same opportunities as each other throughout their time with us. Volunteers are also expected to treat fairly and respectfully those that they come into contact with during their volunteering.

The full policy can be found on the Volunteer Portal.

### Data Protection Policy for Volunteers

Volunteers can expect their data to be stored safely and in accordance with current data protection laws, and can expect the Association to not pass on their details to third parties without their agreement. Volunteers will be contacted about opportunities to get involved with the Association for as long as they permit this. If a volunteer opts out of being a volunteer with us and does not wish to be contacted, the Association will not contact them.

The full policy can be found on the Volunteer Portal.

### Confidentiality Policy for Volunteers

Volunteers are expected to adhere to our Confidentiality Policy and guidance on how to protect the data they come into contact with. Volunteers are expected to store data about beneficiaries, other volunteers and staff safely and in accordance with data protection law and they are also expected to respect the privacy and confidentiality of those they come into contact with and to not share information on individuals unless it is deemed necessary for their role.

The full policy can be found on the Volunteer Portal.

### Health and Safety Policy for Volunteers

Where volunteers are provided with information, instructions and resources on how to undertake their volunteering work in a healthy and safe environment, volunteers are expected to adhere to it. In return, the Association will risk-assess all the roles to make sure all suitable mitigation measures have been taken.

The full policy can be found on the Volunteer Portal.

### Expenses Policy and Expenses Claim Form for Volunteers

Volunteers are entitled to claim for reasonable out-of-pocket expenses incurred through volunteering for the Association. There are different processes for Branches as some are individually registered charities and will have their own respective expense claim forms.

The full policy can be found on the Volunteer Portal where the Expenses Claim Form for volunteers can also be found. Alternatively, please email [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk)

### Recognition Policy for Volunteers

The Association values each volunteer that supports us and so we have produced a policy to support this, detailing the ways that volunteers will be recognised throughout their time with us.

The full policy can be found on the Volunteer Portal.

### Complaints Policy and Procedure for Volunteers

Volunteers wishing to raise an issue about a member of staff, another volunteer, member or a beneficiary of our work will need to do so according to the Complaints Procedure for Volunteers. As a basic rule, volunteers should approach their manager first or if this is not appropriate, they can approach their Area Volunteer Co-ordinator or the Volunteer Manager at Head Office, via [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk). Details of the process for someone making a complaint about a volunteer is also contained in this document. Volunteers who choose not to conduct themselves according to the Volunteer Agreement will not be supported by the Association.

The full policy can be found on the Volunteer Portal.

### Personal Safety and Isolated Activity Policy for Volunteers

If a volunteering role requires the volunteer to undertake activity alone, for example when visiting a client's home for a welfare visit, the volunteer must adhere to the Personal Safety and Isolated Activity Policy to ensure their safety. Any relevant risk assessments must be read, and they must inform someone of their visit, before and after undertaking it so that they are accounted for.

The full policy can be found in on the Volunteer Portal.

### Safeguarding Policy for Volunteers

The Association is committed to preventing, identifying and responding to the abuse of adults and children as far as is reasonably practicable. Therefore volunteers and staff have a responsibility to safeguard adults, children and the Association by reducing and managing risk.

The full policy can be found on the Volunteer Portal.

### Disclosure Barring Service (DBS) Policy for Volunteers

The Association has made an assessment that for some of our current volunteering roles (Caseworker and Befriender roles, and welfare volunteering roles in Branches), a DBS check will need to take place. This is because some of these activities are classed as regulated activity and the Association needs to protect, as far as it is able, the beneficiaries and its reputation. All Caseworkers and Befrienders will be DBS, or equivalent, checked every five years.

The full policy can be found on the Volunteer Portal.

### Car Policy for Volunteers

Volunteers required to use a car for the purposes of their volunteering will be asked to comply with the car policy which requires them to obtain appropriate insurance before using the car for volunteering for the Association and claiming mileage. A copy of the driving license and proof of insurance will be requested before the Association will pay expenses for car travel. A copy of this will then be kept so it will not need to be repeatedly produced for subsequent claims.

The full policy can be found in on the Volunteer Portal.

### Cash Handling Policy for Volunteers

Volunteers involved in fundraising for the Association will be asked to adhere to the policy and procedures around how to handle money raised during a collection or at an event covered by fundraising standards and legislation. It is important that volunteers carry out the correct procedures to protect the funds raised and to protect themselves against any danger of accusations.

The full policy can be found on the Volunteer Portal.

### RAF Association Gambling Policy

The Gambling Policy outlines our approach to gambling and to vulnerable people gambling. It is applied to the draws and lottos the Association runs. It is important that volunteers supporting the promotion of the lottos and draws are conversant with the policy to ensure that they do not sign up those we should not be including in gambling activities.

## Accessing the policies

An electronic copy of all our volunteer policies can be found on our website, on the Volunteer Portal. To request a hard-copy of a specific policy, please contact the Volunteering Team on either **0116 266 5224** or on [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk) with your requirements and address and we will send this out to you.

## Volunteer policies list

1. Volunteer Agreement
2. Volunteer Code of Conduct
3. Diversity Policy for Volunteers
4. Data Protection Policy for Volunteers
5. Confidentiality Policy for Volunteers
6. Health and Safety Policy for Volunteers
7. Expenses Policy for Volunteers
  - a. Expenses Claim Form for Volunteers
8. Recognition Policy for Volunteers
9. Complaints Policy and Procedure for Volunteers
10. Personal Safety and Isolated Activity Policy for Volunteers
11. Safeguarding Policy for Volunteers
12. Disclosure Barring Service (DBS) Policy for Volunteers
13. Car Policy for Volunteers
14. Cash Handling Policy for Volunteers
15. RAF Association Gambling Policy

A copy of the Association's Volunteering Policy can also be accessed via the Volunteer Portal.

## Contact us

A full list of RAF Association contacts can be found overleaf. If you need to need to contact the Volunteering Team, please do so at [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk) or call **0116 266 5224**.



## RAF Association offices

---

### Head Office

117½ Loughborough Road, LEICESTER LE4 5ND  
0116 2665224

### Eastern and South East Area

Area Headquarters & Eastern Office,  
117½ Loughborough Road, LEICESTER LE4 5ND  
0116 2665224

### Wales, Midland and South West Area

Area Headquarters & South Western Office, RAFA House,  
Chancel Lane, Pinhoe, EXETER EX4 8JU  
01392 462088

### Northern

Area Headquarters & Northern Area (North West)  
Office, Sterling Court, Offices 1-4, Leyland Business Park,  
LEYLAND PR25 3GR  
01772 426930

### Scotland and Northern Ireland

Area Headquarters & Scotland Office, 20 Queen Street,  
EDINBURGH EH2 1JX  
0131 2255221  
Northern Ireland Office, 21 Talbot Street,  
BELFAST BT1 2LD  
02890 325718

### Overseas

Area Director for Overseas is based at the Northern Ireland  
Office and the Area Welfare Officer for Overseas is based at  
the Scotland Office.

### Wings Break Hotels

Rothbury House, Rothbury, MORPETH NE65 7TU  
01669 620235  
Richard Peck House, 1 St Thomas Road,  
LYTHAM ST ANNES FY8 1JL  
01253 725519  
Flowerdown House, 55 Beach Road, WESTON SUPER MARE  
BS23 1BH  
01934 621664

### Sheltered Housing

RAFA Housing Ltd, Washington Road, Storrington,  
PULBOROUGH RH20 4RA  
01903 744701  
Dowding House, Old Well Road, MOFFAT DG10 9AW  
01683 221173

### Assisted Living

Eagle Lodge: Wexford House, 70 Burton Road,  
MELTON MOWBRAY LE13 1DL  
01664 569490

