



Volunteer Team Guidelines

1. Our Purpose

We work together to support the BHS Charitable Objectives.

With the guidance of the Regional or National Manager, Volunteer Teams organise recreational, fundraising and educational events and opportunities; support National Campaigns; support the work of the Access, Safety, and Horse Care and Welfare Departments to raise local awareness about BHS and its purpose – For Horses. For People. For Life.

Volunteer activity will be coordinated through Region-wide Teams in each Region or Nation*. Each Team will focus on one of the following four areas of activity:

- Access
- Safety
- Horse Care and Welfare
- Events (including educational events and training)

These guidelines help us stay aligned and effective.

2. How We Communicate

- Use respectful and inclusive language.
- Share updates and information promptly via agreed channels (email, WhatsApp, Teams, Regional Lead Volunteers and Volunteer Programme Advisory Group).
- In line with the expectations set out in our Volunteer Policy.

3. Meetings

- **Frequency:** Minimum 4 times per year for each Team, or more frequently if necessary.
- **Preparation:** Read meeting plan, follow up on actions from previous meetings and bring ideas.



- **Attendance:** If volunteers cannot attend a meeting, they should make contact with Regional or National Manager, or Regional Lead Volunteer to provide update on anything they are working on.
- **Participation:** Everyone's voice matters—listen and contribute.
- **Record keeping:** Actions points and decisions will be noted for every meeting and circulated to all volunteers the relevant Regional Team, with the exception of any sensitive information shared in Welfare Team meetings.
- **Local meetings:** These can be organised as required by volunteers for the purposes of effective working, however these will not be decision-making meetings. It is not required for such meetings to be attended by a member of staff, however support from the Regional/National Manager can be requested.
- **Social events:** Minimum of 1 social event per year, to be supported by the Regional Manager.

4. Roles & Responsibilities

- **Leader:** Regional/National Manager plans and leads meetings and ensures actions progress.
- **Department Support:** A member of the relevant specialist department attends every meeting and will support the Regional/National Manager in setting the agenda and supporting the Team.
- **Regional Lead Volunteer**:** Supports the Regional/National Manager and volunteer Teams. Provides oversight and coordination between the 4 Teams within each Region/Nation. Seeks the perspective of volunteers in the Region and represents them to the Senior Leadership Team of BHS in the appropriate forum.
- **Secretary:** Records decisions and shares notes/action points.
- **Team Members:** Bring expertise, share feedback, and support initiatives. Teams must comply with BHS policy and guidelines in all decision-making.

5. Decision-Making



- Decision-making happens within Region-wide (or Nation-wide in Scotland, and Wales) Volunteer Teams.
- We aim for consensus.
- Recommendations go to the Regional/National Manager for final decision where consensus cannot be reached.

6. Conduct

- Respect confidentiality.
- Follow BHS safeguarding and welfare policies.
- Represent BHS professionally and positively in all interactions.
- Raise concerns early and constructively.

7. Make-up of Teams

Any BHS member of staff or Trustee is welcome to attend Team meetings. Other people, who are not part of BHS Team, can be invited to attend or present at a meeting and it is the responsibility of the Regional/National Manager or Departmental Support to make the invitation.

Access

- Any BHS volunteer is welcome to join the Access Team meetings.
- Volunteers in the following roles must attend the Access Team meetings whenever possible:
 - Regional Lead Volunteer
 - Access and Bridleway Officer
 - County Access and Bridleway Officer
 - Regional Access and Bridleway Officer

Safety

- Any BHS volunteer is welcome to join Safety Team meetings.



- Volunteers in the following roles must attend the Safety Team meetings whenever possible:
 - Regional Lead Volunteer
 - Equestrian Safety Adviser

Horse Care and Welfare

- Any BHS volunteer is welcome to join open elements of the Horse Care and Welfare Team meetings.
- Volunteers in the following roles must attend the Horse Care and Welfare Team meetings whenever possible:
 - Regional Lead Volunteer
 - Welfare Adviser
 - Friends at the End volunteer

Events

- Any BHS volunteer is welcome to join Events Team meetings.
- Volunteers in the following roles must attend the Events Team meetings whenever possible:
 - Regional Lead Volunteer
 - Regional Communications Officer
 - Regional Events and Education Officer
 - Communications and Marketing Officer
 - Education and Events Officer

9. Review

Guidelines will be reviewed annually to keep them relevant.

10. Responsibilities



The Board of Trustees is legally responsible for the finances and operations of BHS including those of Volunteer Teams.

*Separate Volunteer Team Guidance is in place for Northern Ireland and the Republic of Ireland.

**For Scotland and Wales this role is termed National Lead Volunteer.