poppy scotland

Behind them. Always.

The Scottish Poppy Appeal Volunteer Organiser's Guide to

FREQUENTLY ASKED QUESTIONS

At Poppyscotland, we understand that there is a lot to the role of a Volunteer Organiser. We also appreciate that your role as a volunteer is secondary to other life commitments. We want to enable you to make the most of your time as a volunteer and believe you should feel prepared and supported in your role.

We have taken some of the most commonly asked questions and included them below. Please remember that a member of the Poppyscotland team is always on hand to support you in your role. Just get in touch.

Q: My local Royal Bank of Scotland has closed – how do I bank?

A: There are many options we can explore together. Please contact your Poppy Appeal Organiser and we will work with you to find a banking plan that will work for you.

Q: I don't have any pay-in slips left, what should I do?

A: Wherever possible, it is preferred that the pay-in slip is used. Your Poppy Appeal Administrator will be able to send out extra slips, just let us know.

Q: I have paid the money into the Group account. I'm just waiting on the secretary writing a cheque. Where should I send this?

A: All monies collected should be paid directly to Poppyscotland. This method is easier to track, safer for you, speeds up the process of sending out collection totals and certificates, reduces postage costs and allows us to remain compliant with the Fundraising Regulator.

We can accept payment by bank transfer, this is a quicker and more secure method than posting a cheque. Please contact your Poppy Appeal team for more information.

Q: I am looking to retire after this Appeal. What do I need to do?

A: Thank you for the time and effort you have gifted in support of Poppyscotland. We wouldn't be able to deliver the Scottish Poppy Appeal if it was not for the commitment of Volunteers like you. Please make contact with the Volunteer Development Officer (volunteer@poppyscotland.org.uk /**0131 550 1597**) and we will support you through the retirement process. If you have any suggestions for the future of your area, we welcome any feedback or recommendations you might have.

Q: Why are supermarkets that count unable to provide individual totals for our collectors?

A: This is a change and common across the country, making the process safer for our volunteers and reducing the time spent in tracking payments from our 490+ areas. By building relationships with the store, it may be something they are able to accommodate - but only possible through local arrangement.

If you are unable to provide individual tin totals to your volunteers, you can recognise the time they commit, and their contrabution towards the total amount raised in your area.

Q: People are asking for merchandise – Where do I get it?

A: If there is a 'Poppy-Up Shop' nearby, direct members of the public there. The full range of Poppyscotland merchandise is available from www.poppyscotlandstore.com.

A full list of 'Poppy-Up Shop' locations is available annually from www.poppyscotland.org.uk/volunteer-guide.

Q: How much should I sell a poppy or remembrance cross (or other symbol) for?

A: The beauty of the Scottish Poppy Appeal is that it is a collection lead by the people of Scotland. People have the option to donate or not. If they do, they decide how much. The suggested donation for a remembrance symbol is £1.50. It's so pleasing to know that every member of the public is met with a smile and a nod by our outstanding collectors, regardless of their donation.

Q: What is the best way to collect in my area, house-to-house or volunteer collections?

A: Some areas do have great success with house-to-house collections and we want to support you to collect in the most appropriate way for your area. If you are doing those door-to-door collections, stay safe and best to go out in pairs. Our Help Sheet for House to house collections and Staying safe leaflet will support you when collecting.

We have seen great success in recent years with supermarket and train station collections. The benefits are that we know our volunteers are safe and warm and much of the time, the supermarket will do the counting and banking for us – one less thing to worry about.

Q: I support through the Scottish Poppy Appeal, how can I do more throughout the year?

A: Many of our volunteers support us in multiple ways. We appreciate everthing you do, from cash collections and quiz nights to coffee mornings and runs and challenges. If you look to do something different we are on hand to support. Everything you raise through the year can be added to your area total.

Contact us at fundraiseforus@poppyscotland.org.uk

Q: I have a friend / person locally who wants to come along and help collect. Is that a problem?

A: No issue at all! Just contact our Volunteer Development Officer with their details we will take care of the rest.

volunteer@poppyscotland.org.uk/0131 550 1597

Q: Where do I get more information on how the money raised is spent?

A: That's a great question; the team at Poppyscotland are happy to talk you through a little more about what we do and how we do it! Our website and social media channels have loads of additional information.

www.poppyscotland.org.uk.

Be sure to come along to our annual volunteering event – The Gathering! We always include a full update on everything Poppyscotland and how your outstanding effort helps the people we support.

Q: Am I covered by insurance?

A: Yes. We have personal injury and public liability insurance to cover all official activity conducted on behalf of Poppyscotlandand. We can provide a copy of the certificate if required as this is sometimes requested by groups who may support in your area. We always want you to be safe and comfortable when volunteering.

Our Staying safe leaflet contains further information.

Q: How do I go about claiming expenses?

A: We truly value everything you do and believe that no volunteer should be out of pocket to support us. Your Poppy Appeal Organiser will be able to confirm your expenses for you,discuss any expected spending with them in advance and they can send you an expenses form.

The form and full policy are available from our website, www.poppyscotland.org.uk/volunteer-guide.

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.