Council for Voluntary Service – Arunwide

Arun Volunteer Centre

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Introduction

Whether you have one volunteer or 500 hundred volunteers you still need to ensure they are looked after properly. All groups and organisations should practice equal opportunities and volunteers should be treated with respect. This pack contains some useful information on managing volunteers, including tips and ideas on recruiting and supporting volunteers, example forms and policies which you can adapt and make relevant for use in your organisation or group.

The Role Of The Co-ordinator

A volunteer Co-ordinator is ideally someone in an organsiation who co-ordinates volunteer recruitment and retention.

A small but increasing number of organisations now have a paid volunteer Co-ordinator of volunteer services.

Even for those who don't, there should ideally be one person in any organisation who co-ordinates volunteer recruitment and retention.

Volunteer co-ordination is a skilled and complex job which requires general management skills. However, as the exchange relationship between a volunteer and an organisation is different to that of paid staff, because no remuneration is involved, interpersonal skills and motivational techniques are much more important than control … different strokes for different folks! Part of the volunteer co-ordinator's role is training and encouraging other staff to work with volunteers; they cannot, and should not, be expected to supervise hundreds of volunteers directly.

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Legal Matters

You have a responsibility to ensure that all aspects of your volunteers' involvement with your organisation comply with the law. Here are a few things to consider when managing volunteers:

You must ensure you are not treating your volunteers as employees according to the law. For example only reimburse actual out of pocket expenses, do not give volunteers a set amount of money each week to cover their costs.

Your organisation should have sufficient insurance to cover all aspects of volunteering, for example, employer's liability insurance, buildings and contents insurance and vehicle insurance. If volunteers drive for you, you should make sure they have contacted their insurance company or if they are using your vehicle, that you have contacted the insurance company!

You must take responsibility for the health and safety of your volunteers. Ensure that they have a Health and Safety induction when they begin. Do not expect your volunteers to do things paid employees would not do.

You should carry out Risk Assessments on activities to help safeguard volunteers from injury. You should also consider what policies and procedures you have in place to protect the volunteers from abuse and material loss. Good practice would comply with the race, sex and disability discrimination legislation.

Many organisations feel it is necessary to screen potential volunteers through the Criminal Record Bureau, but make sure you comply with the Rehabilitation of Offenders Act 1974. Groups/organisations who work with children, young people and vulnerable adults must do CRB checks on their volunteers. You must also understand the implications of the Protection of Children Act 1999 and ensure that your volunteers do also. A practical guide to the Act for all Organisations working with children can be downloaded from: publications.teachernet.gov.uk

Ensure that you comply with the Data Protection Act of 1998. You must have permission from your volunteers before you can use images of them in any publicity materials. You also need to ensure that personal details are kept confidential and are not passed on to others without the volunteer's permission. Volunteers must also understand and comply with the Data Protection Act of 1998. For any queries call the Data Protection helpline on **01625 545 745**.

The Employment Equality (Age) Regulations in force from October 2006 implement the EU Framework Directive on Equal Treatment in Employment and Occupation and make discrimination on the grounds of age unlawful in employment and education. Employers are no longer permitted to use age as a criterion for recruitment, promotion, training and termination, and significant changes have come into force that affect retirement, pay and benefits and pension schemes. Age Concern has an excellent and informative hand book.

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Volunteer Pack Guidelines

Things to consider when designing your Volunteer Pack…

Purpose:

What is the purpose of the pack? Is it to be given to potential volunteers, to persuade people to volunteer for you? Or is the pack to be part of an Induction plan for new volunteers?

Layout:

Will the pack include loose forms such as application forms, Criminal Record Bureau (CRB) forms, Data Protection and so on? You could have a booklet with the forms given out separately or slotted in. Otherwise you would need to have a folder.

You could have a flyer, separate to the Volunteer Pack, designed to recruit volunteers.

Style:

Who is your audience? What image do you want to give of your organisation? This will affect the language you use, how the text is presented, pictures you use and so on.

What is your budget? You do not need lots of money to make it look interesting. You could photocopy onto coloured paper or print the front page in colour and the rest in black and white. Also think about the different fonts you could use and pictures or cartoons.

Include the organisation's logo, mission statement and contact details. Or if your organisation has particular colours which represent it, they could be used as a starting point for your design.

Content:

What would you like your volunteers to know?

What should your volunteers know? Essential information: Purpose and aim of the organisation, Role Description, Health and Safety, relevant policies and procedures, contact details.

Review:

It is important that you do not rely on the Volunteer Pack alone to cover induction. You must talk through procedures etc. with the volunteers to ensure they fully understand everything and have the opportunity to ask any questions. You could have a check list to remind you or whoever is doing the induction, of everything you need to tell the new volunteer, which they then sign to say they have understood.

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It would be a good idea to get some feedback on your Volunteer Pack so that it can be reviewed and improved for future volunteers. For this reason you should not print off too many copies in one go and make sure your pack is easy to adapt as changes occur in your organisation. Perhaps at the end of a volunteer's probationary/induction period an initial feedback interview could take place. The volunteer could discuss how they have been finding their placement, how useful their induction and Volunteer Pack was and ask any outstanding questions they have.

It is important to remember that there will always be things to learn, develop and change, not everything can be achieved at the start. However, the more information a volunteer has before they begin in their role, the more equipped they will be and therefore more effective for your organisation.

Possible areas to cover in your Volunteer Pack…

Information about the organisation:

- Leaflets or any other literature your organisation has on the background of your organisation and its current work
- Volunteering opportunities (there may be more than one way volunteers can assist – outline the different roles)
- Person Specification for volunteers – who can actually volunteer for you? (Must they be at least 18 years old? Are there any medical conditions which could prevent someone from volunteering?)
- Registration procedure – the volunteer's next steps

The volunteer's role:

- Role Description – expectations of volunteers
- Relevant policies and procedures – how can they be accessed? You could include some of the policies and procedures in the pack such as an Equal Opportunity Policy/Anti-Discriminatory Policy Statement and Confidentiality Policy.

Support for volunteers:

- What are the benefits of volunteering for your organisation? What can volunteers expect from you i.e. training, reimbursement of expenses, refreshments etc.
- Induction, training programme, supervision/1-1 procedure, personal development
- Are volunteers covered by your insurance – for what and when?
- Procedure for claiming expenses

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- What recognition or accreditation will the volunteers receive?

Health and Safety:

- Fire/evacuation procedures – emergency meeting point
- Location of toilets and telephone etc
- Will volunteers be required to use any special equipment? Give them instructions on how to use it, lifting advice if necessary and so on.
- Who is your appointed person for First Aid? Where is the location of the First Aid Box and Accident Book?
- Lone Working Policy
- Line Managers/who are volunteers accountable to? What are the procedures for absence/illness and holiday?
- Emergency Contact Details

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Recruitment Tips!

You may like to consider the following before recruiting volunteers:

1) Why do you want volunteers?
2) What is appropriate work for them?
3) If you have paid members of staff, you should consult with them to ensure a good understanding of volunteering throughout your organisation.
4) Has your organisation the capacity to provide appropriate on-going support for the volunteer and whose direct responsibility will this be?
5) Draw up a Volunteer Policy and make sure other policies are in place (e.g. Health and Safety Policy, Equal Opportunities Policy and so on).
6) It is crucial to have a clear message about the purpose of voluntary work, (the nature of which will depend on your organisation and the work you want volunteers to do) however think about how a new volunteer can make a difference to your organisation.

Being clear about the above issues will help to inform the procedures and support you put in place for your volunteers. However, finding volunteers can sometimes be difficult. Here are some ideas to help you with recruiting:

Where to recruit volunteers

- Use other volunteer matching organisations like volunteer centre's who can advocate for you
- Post opportunities on do-it.org.uk via your local volunteer centre
- A web page
- College campuses (including Adult Education)
- Community and neighbourhood newsletters/volunteer listings
- Company or employee newsletters, School newspapers/newsletters
- Early retirement clubs
- Garden Centres
- GPs and Dental Surgeries/Hospital waiting rooms
- Job Centres
- Leaflets door to door
- Paid adverts, Yellow pages adverts
- Local Volunteer Bureau/Centre
- Places of worship
- Posters: library, grocery stores, laundrettes, community centres
- Press/radio

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- Shop windows, Supermarkets
- Sports and leisure centres
- Tourist Information Centres
- Town Halls and other public buildings

Give talks or presentations:

- Youth groups
- Schools, colleges, 6th Forms
- Community Centres and Day Centres
- Training and rehabilitation projects
- Pre-retirement clubs

Have displays/stalls:

- Library
- Local Fetes and carnivals
- Career and recruitment fairs
- Railway stations
- Town Hall
- Open Day at your organisation

Build Relationships:

- Volunteer Bureau/Centre
- Workability
- Local Businesses
- Local schools and colleges
- Millennium Volunteers
- Local Newspaper/Radio

Mention volunteers throughout the PR of your organisation:

- Section on volunteering in all your organisation's publicity materials such as, leaflets, displays, website, videos, annual reports, press releases etc.
- When colleagues present your organisation get them to speak about volunteering.
- Brief your volunteers so that they can talk about the work of volunteers to others
- Take photos of volunteers in action so that they can be included in publicity (remember you must obtain a signed media release form the volunteer before and image can be used).

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- Mark the start or completion of a volunteering project by holding a special event.
- Hold an Open Day so that people can find out more about volunteering for your organisation.
- Publish a Volunteering Newsletter

Over half of people volunteer because someone asked them! Through your network ask:

- Current volunteers
- Friends and relatives of volunteers
- Clients
- Friends and relatives of clients
- Staff
- Donors
- People in the neighbourhood
- Retired people in your field
- Local clergy
- Doctors, Counsellors

Recruitment Advice

First Impressions Count: What to do when potential volunteers make contact

However people find opportunities, making the decision to offer time as a volunteer is an important one. It's worth putting yourself in their place, and imagining how you would feel contacting an organisation for the first time. People may well be excited, but they are also probably nervous, and a bit worried about how their enquiry will be received. This first point of contact is a crucial one, how organisations respond to enquiries from potential volunteers will often determine whether someone actually takes the next step becoming a volunteer. Organisations will often put lots of thought into how they advertise for volunteers, but won't have considered what they will do when people start to respond to their adverts. As the examples below show, responding in a friendly, and welcoming way, is very important:

- "When I first contacted them they were really helpful and very friendly. I spoke to the manager over the phone and she sounded so friendly and nice that I went down to see them straight away."

- "They were lovely, I spoke to the manager and she was like "oh yeah come along and we'll have a little chat and you can tell us what you can do and

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everything". They were really nice, the way she talked to me made me feel much more comfortable."

- "They were friendly, very efficient; they had all the information that I needed. They explained to me what I'd be doing and talked to me about what things I need to do if I did want to take this on and for it to be a career. The other organisations I contacted were more "this is what you have to do" not "this is what we can do together"".

When you are actively recruiting volunteers, it's important that you've planned how you are going to respond to them. Anyone who might answer calls needs to know what to do if they receive a volunteering enquiry. It is very off-putting to pluck up the courage to call an organisation, only to get through to someone who wasn't even aware their organisation was looking for volunteers.

If the potential volunteer has to leave a message, it's important that you get back to them as quickly as possible. If the staff member they need to speak to is away, or will not be able to get back to them for a while, let the person know. If they receive no reply at all, most people assume that they're just not wanted. Not many people are as patient as this volunteer:

- "I contacted the organisation myself and left a couple of phone messages but never got any reply, so I spoke to the Volunteer Centre and she contacted them it still took her three weeks to get a reply but they did get back to her. I think if I'd just kept trying myself I wouldn't have go anywhere. It did put me off a bit, particularly since I've been told by people who work for charities 'never work for a charity'."

Potential volunteers may well have lots of questions about your organisation, and the role. It is important that you can deal with these, and make sure they are given all the information they need when they first make contact:

- "They were really friendly, when I first contacted them; they gave me a lot of information"

- "I went to a couple of interviews and this organisation gave me the best background information about what they do. I felt that the children there would get so much more out of me then if I went somewhere else. It was a mix of what would be the right role for me and where I could help most."

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You might want to look at putting an information pack together that you can send out to anyone who enquiries about volunteering for you. As the quote above shows, it's worth including information on why you need volunteers, and what difference they make, as well as stating how the volunteer might benefit from the role. It is also a good idea to think about what might potentially worry someone about taking on this role, and see if you can allay their fears. You might want to tell them about the training they will receive, or explain how they will be supervised. Your existing volunteers should be able to help you put the pack together, and including case studies, or quotes from them should give people a good impression of what its like to volunteer with you. Where possible a lot of potential volunteers appreciate the chance to go and visit the organisation to decide whether they want to apply for the role:

- "The chance to go in and see if you fit in was really useful, I went in for the day and met the kids, did some activities with them so I knew it was right for me."

- "When I went down there the stuff that they were doing was great, I saw that they had a piano and as soon as I saw that I thought 'great when can I start'."

If a volunteer has a bad experience when they first contact you, then they are unlikely to continue with their application. Organisations, who do not return calls, are unfriendly, or who do not have information to give potential volunteers about their organisation, loose out on volunteers:

- "Where I am now I just walked in off the street and said I wanted to volunteer, they seemed very happy, they made me feel appreciated and like it was good I came in. It was very different to the other place I applied for. Their manager's attitude was bad, when I went there for my second interview with them I bumped into him on the bus on the way and he just blanked me as if I didn't count. When I said I wasn't interested in volunteering for them any more he actually sounded happy and he laughed. It made me think the organisation was run badly and I didn't want to volunteer with them."
- "I phoned them up it was really difficult, it took me about a week to get through to the actual person. It was a bit off-putting, it took ages to get through and then when I finally spoke to someone and managed to leave my number they didn't get back to me, in the end I had to keep phoning them. Then they invited me in for a chat and showed me round. She seemed really busy though, it only lasted about 15 minutes and I don't really think she spoke to me enough. Now I've applied to work with a drug project I've found the

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people there much more helpful, they're friendlier, and warmer, with the other place it was like they didn't really care."

Even if you don't have a suitable role for a potential volunteer, it is polite to get back to them and let them know:

- "Finding volunteering has been really hard. I want to work as a translator. I've sent out my CV and covering letter to lots of organisations but I've not had replies from any of them. I feel disappointed, I've tried to offer my services for free and then they're like "oh we don't want him" there's been all this talk on the TV and the news about there being a shortage of male volunteers but then they don't even bother to reply to you. I would say if you've been approached by people who want to give their time and experience then contact them let them know if there's hope or no hope, give them a response."

Be aware that a volunteer who has had their initial enquiry dealt with badly may well tell other people not to bother contacting you. It might not just be your organisation that loses out on a volunteer either, a bad reaction from one organisation can put people off volunteering full stop:

- "If that had been my first time volunteering then I don't think I'd have tried anywhere else, it would have really put me off."

It can be easy to get so caught up in developing a recruitment strategy, and advertising your volunteer roles, that you don't think about how you'll deal with enquiries. However, it is vitally important that you deal with people in a welcoming, and efficient way at this stage, otherwise you will lose out on potential volunteers.

Dealing with enquiries: top tips

- Make sure that everyone in the organisation who might answer the phone knows what to do and who to pass the call on to.
- Avoid asking people to call back – take the caller's contact number and get back to them.
- Potential volunteers won't necessarily call within office hours - include instructions for people interested in volunteering in your answer phone message.
- If you say that you are going to call back, do!
- Have an information pack available to send to people
- If possible invite people in on an informal visit to decide whether they do want to apply

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- If you no longer need people in a role, stop advertising it. Make sure you tell your Volunteer Centre the opportunity is no longer 'active'. It is very frustrating to ring up an organisation about a role that no longer exists.
- Put yourself in the potential volunteer's shoes – how would you like to be treated in the same situation?

Publicising Your Recruitment

Writing an advert

Once you have a clear role description, you can start to think about advertising for volunteers. When writing an advert, you will need to provide enough information to interest people but keep it short enough to retain their attention. As an initial step, think about why someone would want to volunteer for you and who is most likely to volunteer for you – this will give you a good, solid basis for your advert. The exact form the advert takes will depend on whom it is meant to attract and where it will be appearing, but there are some basic steps you should always include:

You should start with why volunteers are needed in the role. What need is there in the community you support that volunteers can help with. For instance:

- "Many people in the Iraqi community can't access the services they need because their English isn't good enough" This 'statement of need' hooks someone into your advert. You want them to think, "that's awful, someone should do something about that".

Once you have got people's attention and made them see the need for the type of work that you are advertising, you can tell them how they can help. You can now go on to describe the activities that volunteers carry out in your organisation. People are more likely to take the next step towards volunteering for you if they can picture themselves in the role so you need to include enough information for them to know what they would be doing. For example:

- "Volunteer Interpreters can work with people to make sure that they are accessing the healthcare, benefits and services that they need"

The next step is to get rid of any fears that potential volunteers may have about volunteering for you. This could mean including information about who can volunteer ("No previous experience is needed, just an interest/enthusiasm for….."); a reassurance that they will be supported in the role ("Full training is given and volunteers will attend monthly supervision sessions"); or a commitment to inclusive

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working ("We welcome applications from all sections of the community and are keen to diversify our volunteer workforce").

By now the potential volunteer should have a definite idea of whether or not they are interested in the role. You need to make sure that they do take the next step towards volunteering for you by describing how they will benefit. Remember that everyone volunteers for a reason. Your first step when devising a recruitment strategy for the role should have been to identify why somebody might want to do it (to meet people, to get training, to build up experience leading to a particular career, etc). Sell the role by including these points in your advert.

If you follow this model, you should end up with an advert that:

- hooks people by presenting the need for volunteers
- describes how they can help
- negates some of the reasons that they may come up with not to help
- sells the position to them by describing how they will benefit from volunteering for you.

For instance:

"Many people in the Iraqi community can't access the services they need because their English isn't good enough. We are currently looking for Volunteer Interpreters to work with people to make sure that they are accessing the healthcare, benefits and services that they need. Volunteers usually work two hours a week, full training is given and we provide monthly support sessions. Volunteering with us is a great way of gaining experience, a current work reference, and improving you CV."

You can use this as the basis for all your adverts. For instance, you could use a short version for posters and newspaper adverts, and expand on it for articles or even radio interviews.

Volunteer Recruitment

Where to advertise

Think about the kind of person that your volunteer role is likely to appeal to and what they would get out of it. Would it allow someone to develop skills appropriate for a particular skill; would it be a good way of meeting new people; would it interest someone with a particular hobby? Once you have a list, you can use it to decide which groups it would be best to target with your advertising. For instance, if your

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voluntary role would give good experience in a social care setting, it might be of particular interest to students on social work courses; or if it is sociable and gives volunteers the chance to meet lots of people, it may be of particular interest to people who are lonely or have had a change of circumstances that has cut them off from their social circle.

Most volunteers are recruited by existing staff, clients, supporters or volunteers via word of mouth. Make sure everyone you know is aware that you are trying to recruit, and which roles you are recruiting to. Of course, if your existing staff and volunteers are happy and motivated, they will be more effective in recruiting their friends! However, do remember that this method of recruitment means you are likely to attract 'more of the same'– i.e., existing volunteers will tend to recruit people similar to themselves, so if you rely on word of mouth your volunteers might not be very diverse.

Leaflets or postcards are a good way of advertising. You might consider placing printed information in:

- schools and colleges
- libraries
- town halls and other public buildings
- GP and dental surgeries
- sports and leisure centre's
- religious centre's
- shop windows
- Job Centre's.

Try to design your posters and leaflets to be as accessible as possible. It is important to have materials that are well-designed and eye-catching, but it is just as important that people are able to read them. You may want to think about using pictures and images to back up important points.

Volunteer Centre's can be useful for recruiting volunteers and can also provide valuable support. There are around 500 Volunteer Centre's throughout the UK, putting people in touch with organisations who need volunteers. They work a little like Job Centre's, only with volunteer rather than employment opportunities. Members of the public go in and talk to their local centre about the types of work they are interested in, what times they can work, etc, and the centre will search through its database for relevant opportunities. Volunteer Centre's also upload their databases on to the Do-It website (www.do-it.org.uk) so that all opportunities

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registered with them appear on an online database that potential volunteers can search.

If there is a particular group of people who would be interested in volunteering for you, it may be a good idea to see if you can arrange a talk or presentation for them. Setting up a talk or presentation might take some time – you will need to persuade the host (be it a school, an employer or whatever) that your information will be of real interest. But it can produce good results. You could think about doing talks for:

- Youth groups
- Schools
- ESOL classes
- Cultural groups
- Community centre's
- Probation centre's
- Day centre's
- Training and rehabilitation projects.

Make sure you bring printed information to support your talk, giving people the chance to go away and think before committing themselves. Be clear about how people can get involved or find out more if they are interested.

Dealing with enquiries

All too often, organisations launch recruitment campaigns without properly considering what they will do when people respond to them. Most potential volunteers will make initial contact via the phone, so it is important that their enquiry is dealt with in a way that will make them want to find out more. Make sure that everyone in the organisation who might answer the phone knows what to do and who to pass the call on to. Try to avoid asking people to call back – the chances are they just won't. If no one is immediately available, it is better to take the caller's contact number and get back to them.

Potential volunteers won't necessarily call within office hours, so remember to include instructions for people interested in volunteering in your answerphone message so that they know they have got through to the right place. If you say that you are going to call back, make sure that you do. It is very disheartening for people to offer their time and then to feel that the organisation could not be bothered with them. Not only will they not contact you again, they probably won't contact any other organisations either.

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Avoid asking potential volunteers too many questions over the phone, as they will not be expecting to be 'interviewed'. Remember that many people find communicating on the phone quite difficult. However, you may want to check that they know about anything essential: for instance, if you only need volunteers on a Wednesday afternoon, there is no point in them continuing with the application process if they work all day Wednesdays.

It's a good idea to have an information pack available to send to people interested in volunteering. The pack could contain information about the organisation, the volunteer role, practical information about expenses and training, and maybe information from existing volunteers about what they get out of volunteering for your organisation. You should view the information pack as an extension of your recruitment materials. You need to provide information for the potential volunteer to decide if your organisation is right for them, but at this stage you are still 'selling' volunteering within your organisation.

If you have the resources, it can be helpful to invite potential volunteers to come and visit your organisation and talk to existing volunteers before deciding whether they want to volunteer for you. Not everybody wants to do this, but for some people an informal visit with no strings attached is a good first step and makes them feel in control of the situation. Remember that for many people, who have never volunteered before, applying to an organisation is a nerve-racking business and they do not know quite what to expect. Anything that you can do to put them at their ease will be much appreciated, and should ultimately result in more committed and informed volunteers who really feel that they have a stake in the organisation.

Volunteer Recruitment Processes

Scatter Gun

- Advertising as widely as possible, using as many different media as possible (leaflets, posters, press, radio, talks etc.)
- Useful when looking for lots of people with different skills and abilities
- May have lots of volunteer opportunities or need lots of volunteers for one particular task.

Targeting

- Process of determining the sort of person required and tracking them down. For example, if you need volunteers to work with children, establish contact

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with schools/playgroups/nurseries, place adverts in school newsletters and magazines, place adverts on school notice boards etc.

- Useful when you only have one task to fill, with specific skills and abilities required.

Concentric Circles

- Process based on idea of ripples on a pond, which represent spreading the word.
- Start with those already volunteering with your organisation – do they know anyone who might be interested? Then look at clients, their friends, families, former clients etc. Consider donors, members, people in the neighbourhood, and retired people in your field and so on.

Reference Checks

It is important to obtain references for potential volunteers. Usually two referees would be provided on the application form. When you ask for references ensure that the referees know what your organisation does. It would be a good idea to send them some literature on your organisation and a copy of the volunteer role description or task list. Remember they will be commenting on the person's suitability to volunteer for you, so they need to know what is expected of them!

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Volunteer Policy Template

TITLE: 'NAME OF ORGANISATION/GROUP' VOLUNTEER POLICY

1. Introduction

What is the purpose of the policy? E.g. the organisation/group aims and approach to volunteer involvement. It will provide guidance and direction for volunteers and staff.

2. Definition

2.1 Who is classed as a volunteer?

2.2 What do volunteers mean to your organisation?

3. Aims

What is your aim in relation to volunteers? E.g. encourage volunteers, maximise participation of volunteers, support volunteers and so on. (There could be more than one aim).

4. Volunteering ~ expectations for and of the volunteers

4.1 How do volunteers 'fit in' to your organisation?

4.2 What rights do volunteers have?

4.3 How will you show commitment to your volunteers and what commitment do you expect from volunteers in return?

For example:

'Name of organisation' volunteers can expect to:

- be valued as an individual
- have an Induction and Role Description
- have the opportunity to negotiate duties
- be respected and treated fairly
- be included in staff meetings
- contribute to developments and decision making
- be offered training and opportunities for personal development
- receive supervision and the opportunity to discuss concerns
- receive continuous support and feedback
- be reimbursed for out of pocket expenses
- be insured
- have a safe working environment
- have up to date information about the organisation
- receive recognition and/or accreditation for their work

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'Name of organisation' expects its volunteers to:

- commit to a certain length of time, number of hours per week
- arrive on time
- be reliable and regular
- inform relevant member of staff if going to be late or absent
- attend supervision and training events when required
- follow the procedures and policies of the organisation
- treat staff members, other volunteers and service users with respect
- help the organisation to work towards its aims and objectives
- perform agreed duties
- report any accidents to a member of staff
- respect confidentiality
- consult the appropriate person if in need of help or guidance

5. Recruitment and Selection

These are some issues to consider before you recruit a volunteer…

5.1 Where and how will you recruit your volunteers?

5.2 Who do you want to volunteer, i.e. what skills or attributes are required? Is there an age requirement? I.e. no-one under the age of 18 years. You will have to ask for parents' permission for anyone under the age of 18 years. Please be aware that Age Discrimination laws will come into force in October 2006, which will mean employers, will be unable to recruit, train, promote or retire people on the basis of their age. You should consider this when recruiting volunteers and when writing your Equal Opportunities Policy.

5.3 How will your volunteers know what to do?

5.4 How will they register with you?

5.5 What administration will be required? I.e. sign a declaration or an agreement relating to health problems, data protection, criminal convictions, confidentiality etc.

5.6 What is your selection process? I.e. application form, interview and references.

5.7 Do your volunteers need to have a Criminal Records Bureau Check?

5.8 Will there be a probationary period?

5.9 Do they have to commit to a certain number of hours per week? Do they have to commit to a certain length of time? E.g. Volunteers are expected to commit to a placement consistent of a minimum of 2 hours a week for at least 6 months. However, care needs to be taken that this does not stray into a contractual agreement otherwise the volunteer could be seen as an employee in the eyes of the law.

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5.10 What will happen when a volunteer leaves/finishes their voluntary placement? E.g. at the end of your voluntary service with 'name of organisation' we will provide you with a reference for any prospective placement.

6. Volunteer Management Procedure ~ Do's and Don'ts

6.1 Volunteer records ~ where will volunteer records be kept and who will have access to them?

6.2 Volunteer Code of Conduct ~ what is the purpose of this code?

What is the code? For example:

Do's:

Do: Respect the service users by not discussing their personal details with anyone other than your supervisor.

Reason for this: You are in a position of trust.

Do: Work within the law and encourage others to.

Reason for this: If you break the law you will put yourself and maybe others at risk.

Don'ts

Don't: Give out your personal contact details to service users.

Reason for this: You need your space and privacy and you will not be covered by the organisation's insurance if working out of agreed times and locations.

Don't: Put up with harassment from another volunteer, member of staff, or service user.

Reason for this: No form of abuse, intimidation or harassment should be tolerated and you must not have to work in fear of this.

7. Communication

How will you achieve good communication with your volunteers? E.g. keep them well informed (e.g. copies of weekly diary sheets/office diary, newsletters, internal memos etc.), invite them to attend meetings, attendance register, supervision etc.

8. Insurance

Are your volunteers covered by your Employers Insurance Policies? Are your volunteers covered by your Health and Safety Policy? When are your volunteers covered by your policies? I.e. volunteers are only covered whilst they are engaged in activities on your behalf.

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9. Reimbursement of expenses

What expenses will be reimbursed? What is the maximum amount per day you will pay to cover travel expenses? Will volunteers be provided with lunch? What is the process for reimbursing expenses?

10. Absence

What is the procedure for reporting absence? Are volunteers entitled to 'holiday'?

11. Dress Code

Is there a dress code which the volunteers must adhere to?

12. Health and Safety

What are your responsibilities? What is expected from volunteers?

13. Smoking

Do you have a non-smoking policy? If not, where and when are volunteers permitted to smoke? Ensure you take into account any new legislation on smoking in public places, which may come into effect.

14. Drug/Alcohol/Substance Misuse

E.g. The misuse of drugs, alcohol and other substances, which may inhibit the faculties of an individual, is not permitted whilst volunteering for 'name of organisation'. What will happen if a volunteer breaches this policy?

15. Confidentiality

For example:

15.1 Volunteers should regard all information as confidential and it must not be passed on to a third party…

15.2 Volunteers should always use the business address to correspond with clients and must not give their personal details.

15.3 'Name of organisation' will do their best to safeguard any information retained (application forms etc.)

15.4 Volunteers have the rights to access their own records. Organisations must on written request; supply a copy of any information kept about a person and can charge up to £10 in most circumstances. Consider how long it will take you to supply this information and make sure volunteers are aware of this time scale. The legal requirement of the Data Protection Act

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16. Marketing

16.1 How will your volunteers contribute to the publicity of the organisation? What are the implications of bad publicity from volunteers and how will you cope with that?

16.2 When can your logo be used and with whose agreement?

16.3 Who can speak on behalf of the organisation to the media, statutory bodies, funders etc.?

17. Consistency

E.g. all volunteers will have the same rights and be treated in a consistent manner.

18. Equal Opportunities

Does your organisation have an Equal Opportunity Policy and/or an Anti-Discriminatory Policy Statement? If so, what is relevant to volunteers?

Signed on behalf of the (name of organisation/group) Board of Trustees

……

Name: ……

Date: ……

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Volunteer Role Descriptions

It is very important for your volunteers to have a Role Description before they begin. The Role Description can be changed and developed throughout the volunteer's time with you, however, ensure this is done in consultation with the volunteer.

The Volunteer Role Description must not be seen as a contract but rather a framework for which the volunteer can work within and ensures they have an understanding of what is expected of them. It will help to make the volunteer feel valued and a part of your organisation.

Before you begin to write a Role Description you should consider your organisation's aims and objectives and how volunteers will help you to achieve these. Why is it that you want volunteers? Are there things which you could not do as well without the help of volunteers?

A suggested layout for a Volunteer Role Description would be:

Title: Volunteers may feel more valued if they are given a title or the tasks they are doing have an overall title

Purpose: It is important that both you and the volunteer have a clear understanding of what is hoped to be achieved through the voluntary activity

Suggested Activities: Here you will list the different kinds of tasks the volunteers will be expected to do e.g. answering the telephone, filing, preparing refreshment, playing with the children etc.

Requirements of Volunteer: You may wish to list the skills, attitudes, or knowledge which you believe to be desirable for the role. You could also add a code of conduct here.

Time: Include the minimum and/or maximum number of hours expected and how flexible you can be with days and times. Also state if you have a minimum length for volunteer placements.

Site: Venue or location of the voluntary activity

Supervision: State who the volunteer is accountable to and procedures for monitoring work and dealing with problems etc.

Benefits: You may like to include training opportunities, reimbursement of expenses, events etc.

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Volunteer Application Form

Please use BLOCK CAPITALS

Name:	
Address: **Post Code:**	
Date of Birth: / /	
Tel:	**Mobile:**
E-mail:	
Position applied for:	

Why would you like to volunteer for us?	**(Your skills & interests)**

Current/Previous employment:	**(paid or voluntary)**		
Position:	**Organisation/Company:**	**From:**	**To:**

Do you have any medical conditions you believe we should know about?	

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Do you have any special requirements?	

How did you hear about us?

Availability **At what times are you interested in volunteering?** **Flexible Weekdays Weekends Evenings** **How much time can you commit to?**

Do you have access to a car you can use for volunteer work?		
Yes	**No**	**Occasionally**

References:	**Referees must be 18+ Yrs**	
Referee 1:	**Name:**	
Relationship to you:	**Address:**	**Tel:**
Referee 2:	**Name:**	
Relationship to you:	**Address:**	**Tel:**

Signed:	
Date:	

Please return this form to:

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Reference

Thank you for agreeing to provide a reference for **……..**

Please answer the following questions as fully and honestly as you can.

In what capacity and for how long have you known the above person?

Please circle any of the words below which you could apply to the said person's character:

Trustworthy **Caring** **Reliable** **Honest** **Committed**

Punctual **Organised** **Conscientious**

Energetic **Enthusiastic** **Friendly** **Polite**

Shy **Introvert** **Extrovert** **Immature** **Mature**

Assertive **Indecisive** **Non-assertive** **Decisive**

Confident **Aggressive** **Sensitive** **Short-tempered**

What relevant experience and/or skills does he/she have?

Is there any reason you do **not** think he/she would be suitable for volunteering for our organisation?

How well do you think he/she works in a team?

Do you think he/she has a willingness to develop their skills and knowledge?

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For roles relating to working with children:
Have you ever seen him/her discipline a child? If yes, please describe the manner in which they did this:
Do they have the ability to take responsibility? (Please give examples)
Do you have any concerns about the applicant's ability to work with children? If yes, please explain why.

For roles involving the handling of money:
Are you aware of any problems he/she would have in handling large sums of money?
Do you have any concerns about the applicant's honesty and dependability?

For roles which involve driving:
If you have ever ridden in a vehicle while he/she was driving, how would you characterise their driving?
Are you aware of any incidence where he/she was driving under the influence of alcohol or drugs?

For Roles which involve working in an office environment:
Please comment on the person's ability to work in a pressured environment.
Please comment on the person's ability to work on their own initiative.
Does he/she have good communication skills? (face-to-face and telephone)

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Do they have good organisational skills?
What I.T. skills do they have? E.g. word processing, databases, e-mail etc.

Please make any other comments which you believe to be relevant to the person's suitability for the voluntary role applied for:

Your Name (Block Caps):……..

Address:

……

……

……

Tel: ……..

Signed: ……

Date: ……../……../……..

Thank you for taking the time to complete this reference. It is possible that we may contact you for further clarification if necessary.

The information on this form will be kept as confidential as possible unless we are required to release it by law to the applicant or a law enforcement agency.

Please return this form to:

……

……

……

By: ……

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Parental Consent Form

(Use this form for any volunteers aged 17 and under)

Please use BLOCK CAPITALS

Name of Volunteer:
Address: **Post Code:**
Tel:
E-mail:
Date of Birth: / /
Name of Parent/Guardian:
I give permission for **……** **To volunteer at** **……**
Date: / /
Signed:

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Media Consent Release Form

The _____ project would like to take images and/or interview you. The images may contribute to our Annual Report, which will be used for evaluation and reporting purposes or for promotional purposes. The images may be used in some of our publications and appear at promotional events, in literature and newspaper articles.

To comply with the Data Protection Act 1998, we need your permission before we take any images of you. Therefore, could you please read the conditions of use below and **date** and **sign** this form and return it to the

Conditions of use:

1. This form is for the use of the _____ Project only.
2. The images will not be used for any other purpose than those stated above.
3. Personal contact details will not be used as part of any publication.
4. Only images of suitably dressed people will be used to reduce the risk of such images being used inappropriately.

"I confirm that I have read and understood the conditions of use and give my permission for images to be taken of myself in connection with the Project.

Signature: …… Date: ……../……../…….

Name (please print in BLOCK CAPITALS): ……

Address:
……..

……

..…… Post Code: ……..

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Emergency Contact Details

Please use BLOCK CAPITALS

Name:	**Position:**
Address: **Post Code:**	
Tel No:	**Mobile:**
E-mail:	

Medical Conditions:	**Medication required:**
Doctor's Name:	**Tel:**
Address: **Post Code:**	

Emergency Contact No 1:	
Name:	**Tel:**
Address: **Post Code:**	

Emergency Contact No 2:	
Name:	**Tel:**
Address: **Post Code:**	

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Volunteer Expenses Claim Form

Name:
Address:
Tel:

Expenses for refreshments, equipment and parking etc. Please attach all receipts; payments cannot be made without them!

Date:	Expenses being claimed for:	Amount:
	Total:	

Travel Expenses: Expenses are paid at 40p per mile.

Date:	From:	To:	No. of Miles:	Amount:
			Total:	

Please hand this form along with your receipts to the Finance Officer by the end of each month.
THANK YOU!

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Induction Checklist

1. Interview

1.1 Skills and Interests ☐
1.2 Experience ☐
1.3 Aim/reason for volunteering ☐
1.4 Time commitment ☐
1.5 Personal Attributes ☐

2. Application Form

2.1 Application Form ☐
2.2 Health/medical problems ☐
2.3 Parental Consent Form ☐
2.4 Media Consent Form ☐
2.5 References ☐
2.6 Data Protection ☐
2.7 Any special needs/requirements ☐
2.8 Anti-Discriminatory Policy Statement ☐

3. Role Description

3.1 Role Description ☐
3.2 Agreement/expectations ☐
3.3 Code of conduct ☐
3.4 Probationary period ☐
3.5 Dress Code ☐
3.6 Absence Policy ☐
3.7 Hours/Time commitment ☐
3.8 Accountable to ☐

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4. Support for you the volunteer

4.1 Team meetings ☐

4.2 1-1 sessions/supervision ☐

4.3 Training ☐

4.4 Personal Development ☐

4.5 Exit Policy ☐

5. About the organisation

5.1 Organisation Literature ☐

5.2 Newsletters ☐

5.3 Business Cards ☐

5.4 Contact details ☐

5.5 Partners ☐

5.6 Trustees ☐

5.7 Funding ☐

5.8 Volunteering Opportunities ☐

6. Staff and volunteers

6.1 Meet other members of staff/volunteers ☐

6.2 Others' roles ☐

7. Venue/Location

7.1 Kitchen ☐

7.2 Drinks ☐

7.3 Cleaning Rota ☐

7.4 Bins ☐

7.5 Recycling ☐

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7.6 Door code ☐

7.7 Alarm code ☐

7.8 Keys ☐

7.9 Storage ☐

7.10 Desk Space ☐

7.11 Introduction to immediate area ☐

8. Desk and computer

8.1 Server/Network ☐

8.2 Internet ☐

8.3 E-mail/Outlook ☐

8.4 Relevant Folders ☐

8.5 Logos ☐

9. Health and Safety

9.1 Fire Exits ☐

9.2 Fire Extinguishers ☐

9.3 Emergency Evacuation Procedure ☐

9.4 Emergency Meeting point ☐

9.5 Criminal Record Bureau Check ☐

9.6 Child Protection ☐

9.7 Emergency Contact Details ☐

9.8 Risk Assessment ☐

9.9 Accident Book ☐

9.10 Appointed First Aid Person ☐

9.11 First Aid Box ☐

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10. Policies and procedures

10.1 Health and Safety ☐

10.2 Volunteer Policy ☐

10.3 Equal Opportunities ☐

10.4 Employers Liability Insurance ☐

10.5 Smoking/Non Smoking Policy ☐

10.6 Confidentiality ☐

10.7 PR/Media Policy ☐

10.8 Disciplinary/Grievance Policy ☐

11. Equipment

11.1 Photocopier ☐

11.2 Printer ☐

11.3 Fax ☐

11.4 Telephone – answer procedure ☐

11.5 Answer phone ☐

11.6 Shredder ☐

11.7 Computers ☐

12. Stationary

12.1 Envelopes ☐

12.2 Stamps ☐

12.3 Paper ☐

12.4 Pens, pencils etc. ☐

12.5 Folders etc. ☐

12.6 Headed Paper ☐

12.7 Logos ☐

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13. Finance

13.1 Reimbursement of out of pocket expenses ☐

13.2 Petty cash ☐

13.3 Safe ☐

13.4 Budgets ☐

13.5 Child Care Policy ☐

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Risk Assessment

Name of organisation: _____

Name of Risk Assessor: _____ **Signature:** _____

Date of Risk Assessment: _____

Due for renewal: _____

Activity	Possible Hazards and Persons at Risk	Existing Controls	Likelihood of occurring	Rate of damage	Further steps needed
E.g. BBQ	***Fire: Building and material damage, burns, smoke inhalation, death. Affects staff, volunteers & clients.***	***Fire Extinguishers and Fire Exit signs.***	***Low***	***High***	***Everyone made aware of fire exits and emergency meeting point.***
E.g. Swimming	***Wet floor – slippage: Falls, bruises, twisted ankles etc. Affects all.***	***Appointed First Aid person.***	***Medium***	***Medium***	***Wet floor signs in place when spillage.***
	Swimming Pool: Drowning – affects all, especially children and non-swimmers.	***Trained Life Guards on duty. Safety floats available.***	***Low***	***High***	***Signs explaining rules of the pool area and verbal notification of safety rules. Non-swimmers stay at shallow end.***

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Activity	**Possible Hazards and Persons at Risk**	**Existing Controls**	**Likelihood of occurring**	**Rate of damage**	**Further steps needed**

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Data Protection Statement

I/we consent to _____ and others on its behalf, processing, by means of a computer database, or otherwise, any information that I/we provide to them for the purpose of the partners/associates of _____

The _____ will not make its mailing list available to any outside organisation but may, on request, provide the mailing list, or part of it, to partners/associates of the _____

Signature: ……..

Name (please print in BLOCK CAPITALS):

…….

Date: ……./……./…….

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Recording and Monitoring

It is important to have in place a system for recording details on your volunteers. If you have lots of volunteers the ideal method is to create a database. You can have a page for each volunteer which includes their personal contact details, emergency contact details, the tasks they do and the days and hours they work. A database should be pass-worded and only authorised people be allowed access to ensure confidentiality is kept. If you are unable to hold computer records, a folder could be kept with a divider for each volunteer or a filing cabinet with a folder for each volunteer. Any hard copies of forms should also be locked away.

Once you have basic files set up for each volunteer use these to monitor their work and progress. A training record can be kept, including details of training received outside of your organisation, any particular successes the volunteers have had, changes to their role descriptions, any issues that have arisen, 1-1 notes and so on. All volunteers have the right to see records kept on them. Therefore, make sure you include in your volunteer policy the procedure and time scale for which a volunteer can expect to have access to their record.

The information you keep will be useful for several purposes:

1) it will help you to decide what training needs the volunteers have

2) it will help you make decisions on who to ask for certain tasks

3) it will assist you when writing reports on your organisation and the work of the volunteers

4) it will assist you if asked by a volunteer to give them a reference

5) it may help you when writing a funding bid

6) it will ensure all volunteer records are kept together safely

7) As long as you remember to regularly update the records, they will provide important contact details.

It would also be useful for you and the volunteer to have a record of the hours the volunteer has given. You could issue certificates or rewards after a certain number of hours or you may need the statistics for funding. Volunteers may want a record of their hours for their CV or to supply to the Job Centre or Benefits Agency. You could have some kind of form for the volunteer to record their hours on; a little card would be best as it could be easily kept in their bag or pocket. A simple table with 3 columns (date, nature of the voluntary work and the number of hours for that session) would be sufficient, with the volunteer handing it in to you each month or when the card is full.

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Supervision

How can we prevent problems/issues occurring?
Brief volunteers before they begin
De-brief volunteers after an activity or every week or month (depends on the nature of the work)
Consider individual needs and abilities before tasks are appointed
Ensure volunteers feel confident in their role and understand tasks given
Ensure volunteers are aware of the organisation's policies and procedures and how this affects them.
Have regular opportunities for you to feedback to the volunteer as well as for the volunteer to feedback to you.
Ensure the volunteer co-ordinator has an 'open door' policy and is frequently available
Give the volunteers a 'voice' in your organisation, this will make them feel valued and included
Ensure that the volunteers are aware of the organisation's goals and how they plan to achieve these.

How could we deal with problems/issues?
Have a 'no blame' atmosphere but where everyone understands that they must take responsibility for their actions and work towards a solution when mistakes are made.
Look on problems as opportunities for learning and ensure the volunteers do this also.
Have an honest and open approach, but be sensitive when feeding back criticism.
Acknowledge and celebrate achievements as well as making constructive suggestions for improvements.
Encourage the volunteers to develop their skills and knowledge and improve in their role.
Agree targets for self development with the volunteer.
Discover if additional support is needed and work out ways of providing this together.
Encourage volunteers and paid employees to respect one another.
Ensure good communication is kept throughout the organisation.
When monitoring and evaluating the work of the volunteers, ensure you are fair and objective.
Never assume anything – always have evidence/facts before attempting to resolve an issue.
If all else fails, use disciplinary/grievance procedures.

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1-1 Supervision Notes

Name of Volunteer: ……..

Name of Supervisor: ……

Date of Meeting: ……

1) Have targets been met?

Previous targets/goals:	Not Met	Nearly Met	Met	Well Met
a)				
b)				
c)				
d)				

2) How are work relationships?

Work Relationships:	Poor	Satisfactory	Excellent
Relations with other volunteers			
Relations with staff			
Relations with clients			

3) Have time commitments been met?

4) Is the volunteer happy to remain in their current position?

5) What training needs or support does the volunteer require?

6) New targets/goals for volunteering work

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7) New targets/goals for personal development

Action Points	Person Responsible	Completion Date
a)		
b)		
c)		
d)		
e)		
f)		
g)		
h)		
i)		
j)		

8) Any other matters

Signed (Volunteer): …….

Date: ……./……./…….

Signed (Supervisor): …….

Date: ……./……./…….

Date of next 1-1 meeting/supervision: ……./……./…….

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Training/Learning Development

How do you know what training your volunteers need?
Information from recruitment, selection and induction processes
The volunteers' previous voluntary and/or paid roles
Discussion with the volunteers and information from regular 1-1 supervision
Observation/experience of their work

Things to think about…
What are your organisation's goals?
Why is the person volunteering for you?
What personal aims do they have?
What are your expectations?
What are the volunteers' expectations?

What types of learning opportunities are there?
Learn from other volunteers/paid members of staff
In-house or external courses/workshops
Printed materials and/or computer based materials
Project work (coaching/mentoring on the job)

Think in terms of organisational context …
What are your resources?
Who could provide the training?
What are your organisation's policies?

How do you know if volunteers training needs have been met?
Questionnaires
Discussions
Observation

Things to review…
What problems or issues were there? Use this to improve future activities.
What worked well? Use this for new volunteers.
How has the volunteer's role and needs changed? What further skills and/or knowledge are now needed?

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Support/Personal Development

- Give volunteers a proper induction. There is some information which volunteers will need to know immediately in order to be fully equipped to do their work. However, further induction can take place over several weeks or even months, to enable the volunteer to learn even more about their role and how they fit into the organisation. There could be information which is not essential at the beginning but will help the volunteer to progress in their role and develop their skills and knowledge through time and practice.
  You should also remember that people learn at different paces and volunteers will come to you with different experience and prior knowledge, therefore, the induction needs to be appropriate for the individual and their specific role.

- Provide a clear Role Description to every volunteer, which includes their rights and responsibilities. This is very important and should perhaps be given out before the volunteer is registered to ensure that they know what the role entails and what will be expected of them. Volunteers should also be aware of the rights and responsibilities of paid staff and trainees and the structure of the organisation.

- Make sure new volunteers are warmly welcomed to ensure them that they are appreciated.

- Provide adequate clothing and name badges if appropriate

- Ensure all paid staff and trainees know how to work effectively with volunteers. Quite often, once the volunteer has been registered and had an induction, they are then supervised or working with other members of staff therefore, it is important paid staffs respect the volunteers and are aware of their roles and responsibilities and their working times etc. It is also important that the volunteers are not ignored or treated as temps.

- Set solid goals for the volunteers and keep communicating them. Some volunteers will need more guidance and supervision than others depending on the person and their role. However, all volunteers should have targets to work towards for their own personal development.

- Match the volunteer's desires with the organisation's needs. Some volunteers may want to take on more responsibility so think about how you could develop or expand the organisation or where there are gaps. The volunteer could greatly help your organisation to deliver services which you would otherwise not be able to provide and at the same time, be attaining some personal goal.

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- Always have work for your volunteers to do and never waste their time. If volunteers don't have enough work to do or you forget to organise tasks for them, they may feel unappreciated, not needed or annoyed for having their time wasted. Make sure you have the capacity to prepare for and supervise volunteers' work before you agree to take somebody on.

- Provide meaningful and enjoyable work. Volunteers will get bored if they do not enjoy the tasks you give them. It is important that the volunteers feel they are really helping the organisation, are doing useful tasks, and are part of a team and that the time given to your organisation is worthwhile.

- Make sure you or the 'Volunteer Co-ordinator' is easily accessible and has an 'open door' policy. There must be someone that the volunteers feel comfortable going to if they have any issues.

- Maintain regular contact with volunteers even if they work 'off-site' or at odd hours. Make the effort to catch up with your volunteers to check they are happy and doing their tasks correctly. If you can't always physically visit the volunteers whilst they are working for you then make courtesy calls every now and then to make sure all is well and to indicate to them that they are not forgotten! It is also a good way to remind them that you are there if they need you and gives them an opportunity to speak to you about any issues which perhaps they would not otherwise have felt comfortable approaching someone about.

- Have a volunteer comments box and consider suggestions carefully. This is good solution to communicating when everyone is busy and working different times. It also means that people can make suggestions or comments anonymously if they wish to.
  You could also have a volunteer voice section in your newsletter so that volunteers know their opinions are valuable and create a volunteer notice board to make it easier for volunteers to communicate with one another as well as the paid staff.

- Encourage volunteers to attend seminars, conferences and workshops from time to time. Some training sessions or meetings may not be appropriate or necessary for volunteers, however, it is important that they feel included and part of the team.

- Use surveys as a way of eliciting your volunteers' views. If you have lots of volunteers this would be a good way of finding out what their training needs are and improvements you should make to your organisation and the way you manage volunteers.

- Set up a volunteer support group. If you have a number of volunteers this may be a useful way to enable them to share experiences and help one another in their roles.

- Ensure confidentiality for your volunteers. All personal records, 1-1 meeting notes, conversations etc. should be treated with the same respect as paid staff.

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- Be honest at all times. If a volunteer is not performing their tasks properly or is taking on work which you do not believe they should be doing, you must say. Little problems can be resolved if dealt with immediately, but if left to build up could end up with the volunteer leaving with bad feeling, which could lead to bad publicity for you and the organisation.

- Allow volunteers the opportunity to de-brief (especially if they work in stressful situations). This is important for both paid staff and volunteers as it gives them the opportunity to express any concerns. You can also use the positive and negative feedback to help plan for future sessions.

- Reimburse out-of-pocket expenses and consider providing or paying for child care for volunteers who are parents (if your budget allows for this). You should also provide car/bike parking for volunteers if it is provided for paid staff.

- Say something positive to the volunteers. This will boost their self-esteem, make them feel more confident in their role and indicate that you appreciate them.

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Recognition/Inclusion

- Give the volunteer a title which reflects the work they do (not just 'volunteer'). This will make them feel more a part of the team and indicate that their time is worthwhile and important to the organisation.

- Give volunteers a real voice within the organisation to show respect. Involve volunteers in decision making processes. This will show you want to include them and value their opinions. You should also have volunteers' input before you impose new policies and procedures, as they will often affect them. You could also allow volunteers to take on more challenging responsibilities to recognise personal development and trust.

- Let volunteers put their name to something they have helped to produce or make happen, it is only fair that they have credit for the good work they do and it proves you do not take them for granted. It can also build the volunteer's self esteem by giving them a sense of ownership of their work.

- Highlight the impact that the volunteer contribution is having on the organisation by making sure the Director (in large organisations) or Manager shows his/her personal appreciation and/or by informing the local press about the excellent work of your volunteers. You could also keep a record of how many hours volunteers contribute and publicise this.

- Pass on any positive feedback from clients to the volunteers and tell them they have done a good job.

- Smile when you see them! It is the easiest way to acknowledge them. You could also send Birthday cards and Christmas cards as a thoughtful gesture.

- Ask the volunteers themselves how the organisation can show it cares about them and appreciates the work they do.

- Provide accredited training if possible.

- Conduct an exit interview when a volunteer leaves. This will recognise the significance the volunteer has with the organisation and will give you the opportunity to discover why the volunteer is leaving. You can use the positive and negative feedback to help you develop the way you manage volunteers in the future. Offer to write volunteers letters of reference and take this opportunity to thank them for their time and effort.

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Appreciation/Reward

- Say thank you often and show you mean it by maintaining good eye contact.
- Send thank you notes and letters when appropriate.
- Certificates of recommendation or a reward for completion of a certain number of hours is a good way to recognise and thank volunteers for their hard work. It is also something which they can keep to remind them of their time with you and show to future employers.
- Have an annual volunteer award ceremony. This could be done in different ways depending on how many volunteers you have. It could be a chance to give out special rewards to recognise particular people for specific things however; you should remember to thank all volunteers. Instead of an award ceremony, you could have a celebration of the year's work together.
- Have occasional lunches, barbeques, picnics etc. This is a good opportunity to thank the volunteers as well as creating a social event where volunteers and paid staff can have a chance to talk and get to know each other better. It will boost morale and could act as a team building exercise.
- Present an occasional inexpensive gift. This is a nice gesture but will depend on budgets and the number of volunteers you have. You must also be aware that this can cause resentment/jealousy among colleagues. Therefore if gifts are not given sensitively and fairly it may cause more trouble than it's worth!
- Give free membership to your organisation if applicable.

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Exit Interview

Name:
Volunteered from to
Voluntary work included:
Time committed:
Training Received:
Skills developed:
Benefits/What you liked best about volunteering with us:
Areas for the organisation to develop – changes or improvements for our use of volunteers:

Reason for leaving:		
Paid employment ☐	**Moving away from area** ☐	**Am not enjoying it** ☐
Having a change/Volunteering somewhere else ☐	**Can no longer meet the time commitments** ☐	**Other ……** ☐

Overall how would you rate your voluntary experience with us?
Terrible 1 2 3 4 5 6 7 8 9 10 Great

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ARUN SUNSHINE GROUP VOLUNTEER POLICY

1.0 Introduction

The purpose of this policy is to set out the Arun Sunshine Group (ASG) aims and approach to the involvement of volunteers. It also provides guidance and direction to volunteers and to staff involved with volunteers. This is not intended to create a legally binding relationship or contractual agreement.

2.0 Definition

Volunteering is work for a not-for-profit organisation, or work for someone who is not a member of the volunteer's family, where only reasonable expenses are paid.

2.1 A volunteer is someone who commits time, energy, expertise and skill for the benefit of others, through personal choice and without expectation of financial gain, except for payment for actual out of pocket expenses.

2.2 The ASG Volunteer is a highly valued member of the team. This is reflected in ASG's recruitment and selection process, supervision and on-going support provided throughout the time volunteers are with ASG. Whatever the reason for volunteering, ASG values the gift of a volunteer's time and commitment.

3.0 Aims

ASG is committed to maximising the participation of volunteers in its existing work.

3.1 ASG will ensure that the appropriate organisational structures and financial arrangements are in place to support the participation of volunteers.

ASG Board of Trustees and staff at all levels will encourage volunteer participation as appropriate, and will support volunteers.

4.0 Volunteering with ASG

Volunteers are seen as an essential, unique and valuable part of ASG complementing the work of employed staff.

4.1 Volunteers will, whenever possible, be included in all areas of work within the group.

4.2 Volunteers do not have the same rights as employees; however to our members there will be no discernible distinction between employed staff and volunteers.

4.3 ASG makes its commitment to volunteers through the following: -

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4.3.1 ASG volunteers can expect:

- to be valued as an individual
- to be respected for their individual knowledge and skills
- to have support, feedback, appreciation, and encouragement
- to have opportunities to contribute to developments
- to have opportunities to discuss concerns or problems relating to their duties
- not to have their duties changed without prior discussion
- to be reimbursed for out of pocket expenses
- to be insured
- to have access to training and induction relevant to the tasks being undertaken
- that ASG has an agreed volunteering policy
- up to date information about the organisation and its development
- information about philosophy, policies and procedures
- to have clear guidelines within which to carry out duties
- to have a clearly defined task description for their role
- to have an organised working schedule
- a safe working environment

4.3.2 ASG expects its volunteers to:

- show commitment to the Group
- accept and attend training
- attend supervision sessions
- treat members, staff and volunteer colleagues with respect
- have a flexible approach to their duties
- be sensitive and tactful in their dealings with members
- follow procedures and guidelines
- be punctual
- be reliable and regular in their attendance
- inform the Group in all cases of absence
- report any accidents promptly to staff
- respect confidentiality
- have read and understood volunteer policy and procedures
- carry out their tasks to the best of their ability
- discuss concerns with the appropriate person
- consult the appropriate person, if in need of help and guidance
- report sickness to the appropriate person
- declare any conflict of interest

5.0 Recruitment and Selection

5.1 Volunteers will be recruited from the widest of sources in the community.

5.2 Volunteers who have the appropriate knowledge and skills and are representative of the community in which the group is based will be welcomed.

5.3 All volunteer applicants will be given clear, complete and current descriptions of the tasks and responsibilities they would be expected to fulfil.

5.4 All volunteer applicants are required to complete an ASG volunteer application form.

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5.5 ASG will require potential volunteers to make a declaration and sign a volunteer agreement in regards to:

- any physical or mental health problem, or disabling condition, which may be relevant to the volunteer placement
- data protection
- any criminal conviction, caution or bind-over
- the accuracy of information provided on the application form
- treating all information obtained during the course of tasks assigned as confidential.

5.6 Prospective volunteers must go through a proper selection process, which will include a written application, a selection interview and written references. (Two references will be obtained; which must be from someone who has knowledge of the volunteer i.e. a friend/work colleague, not a relative).

5.7 Prospective volunteers will be required to undergo Criminal Records Bureau checks appropriate to working with vulnerable adults.

5.8 Each volunteer will be expected to undertake a 2 month probationary period at the end of which each volunteer position will be reviewed.

5.9 At the end of your voluntary service with ASG, we will provide you with a reference for any prospective placement.

6.0 Volunteer Management Procedure

6.1 Volunteer records

Confidential records detailing names, addresses and telephone numbers are Maintained on a database. Original copies of the volunteer application form, references, interview notes, and specific checks will also be held. Volunteer records are accorded confidentiality and each volunteer will have access to their own personal record in accordance with data protection.

6.2 Volunteer Code of Conduct

The purpose of this code is to ensure that the relationship between volunteers, staff and members is as positive and successful as possible and to ensure clarity of role.

6.2.1 Some Do's and Don'ts

DO:

- **Do** respect the member's right to confidentiality by not discussing them in any forum or context other than in discussions with the Board of Trustees Board or your senior session's worker.

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- ***Reason:*** you are providing a service for someone who will need to feel safe and secure in the knowledge that they can trust you. It is also easy for other people to identify clients from the slightest bit of information.

- **Do** remain within the law when working with clients and encourage them to remain within the law.

  Reason: if you break the law or encourage a member in any way to break the law this could put yourself, the member, and ASG at risk.

DON'T!

- **Don't** buy gifts or give money to members. Don't borrow from members.

  Reason: you will be giving a gift of time, interest, and consistency during your relationship with the members. You are not expected to spend money and doing so could create an expectation or dependency.

- **Don't** develop a physical relationship with members. Clear boundaries are essential.

  Reason: you are in a more powerful position than the service user and such a relationship would be exploitative.

- **Don't** accept/put up with any form of harassment from members. If such incidents occur, or you feel they are likely to occur, please contact your senior session's worker, who will support you in dealing with this.

  Reason: any form of harassment, intimidation or abuse is not to be tolerated and you have the right to conduct your voluntary work without fear of it.

- **Don't** give your home address to members and never invite them into your home.

- ***Reason:*** your time away from volunteering is exactly that – time away. You need space and privacy. During your agreed time with members you are protected by policies and guidelines and in your time you are not.

7.0 Communication

Achieving good communication within the group is crucial. Everyone must work to achieve this. Volunteers are asked to make every effort to keep up to date with information and to attend relevant meetings. Those with supervisory responsibilities will provide relevant and updated information to Volunteers on a regular basis. In order to meet Health and Safety requirements Volunteers must sign the Attendance Register when both arriving and leaving a meeting.

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8.0 Insurance

All volunteers are covered by ASG's Employers Insurance Policies whilst they are engaged in activities on ASG's behalf. Volunteers are also covered by ASG's Health and Safety policy

9.0 Reimbursement of expenses

All volunteers will have appropriate out of pocket expenses, such as travel costs reimbursed (25p per mile) on production of receipts. A maximum of £5.00p per day will be paid to cover travel expenses. Volunteers working a minimum of 5 hours in any one session will be provided with a lunch allowance to the maximum of £8.00p.

10.0 Absence

Volunteers are asked to inform their supervisor if they will not be available to attend a meeting due to illness, holidays or for any other reason. It is helpful if volunteers can give ASG as much notice as possible so that cover may be arranged. There may be occasions when volunteers may wish to take a break for a period of time and ASG respects this.

11.0 Dress Code

As ambassadors of ASG, volunteers are expected to present a positive image of the project but the dress code is informal.

12.0 Health & Safety

ASG has a statutory responsibility under the Health & Safety at Work Act 1974, not to harm or damage the health of volunteers through their involvement in the activities of the organisation.

All volunteers are expected to conduct themselves in a safe manner and not to act in a way that may cause injury to others.

13.0 Smoking

ASG operates a non-smoking policy within any meeting venues. Doing so is considered to be a breach of ASG's policy.

14.0 Drug/Alcohol/Substance Misuse

The misuse of drugs, alcohol and other substances, which may inhibit the faculties of an individual, is not permitted at any ASG meeting. Any member of staff or volunteer in breach of this policy will be dealt with in accordance with ASG's Disciplinary Procedures.

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15.0 Confidentiality

- Volunteers should regard all information they have access to or are given as a result of their volunteering as being confidential unless advised otherwise. No information should be released to a third party without first seeking the agreement of your supervisor and/or the individual concerned, as appropriate.

- Volunteers should not disclose personal details (home address, telephone number etc) to clients but should use the business address when an address has to be given.

- ASG will fulfil its duty to safeguard the information contained within application forms etc.

- Volunteers have the right to access their own records and application forms. Should you wish to see these records this can be arranged by giving the Board of Trustees 20 working days notice.

"I confirm that I have read and fully understand the contents of this policy"

Name (please use BLOCK CAPITALS): ……

Signature: ……..

Date: ……/……./…….

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Council for Voluntary Service – Arunwide
LONE WORKER POLICY

This document explains how the organisation will protect their staff and volunteers as far as is reasonably practicable from the risks of lone working. This policy and procedure, forms part of the Council Voluntary Service Arunwide's overall health and safety policy.

1 POLICY

The policy shall be drawn to the attention of all existing staff, new members of staff and those staff who may potentially be required to work alone. The Charity shall carry out a task risk assessment identifying the hazards and risks they present, and the control measures to be put in place to eliminate or reduce all those significant risks identified. The risk assessment will be reviewed regularly. All new and existing members of staff who are, or potentially may be, a lone worker shall receive information, instruction and relevant training in respect of all identified hazards and the risks involved and all associated risks e.g. violence and aggression and vehicles/driving.

- It is the responsibility of all line managers to coordinate the risk assessment for lone workers in consultation with the Chief Executive.
- Any staff member who is lone working shall be provided with a communication link to the office base.
- This link will normally be a mobile phone.
- Any staff member who does, or is likely to be required to carry out; lone working shall be given the opportunity by their line manager to be provided with a personal alarm.
- Lone workers shall follow all instructions contained in the procedures below.
- It is the responsibility of the line manager of lone workers to reassess regularly risks, reporting the time and dates monitoring was carried out and any changes and all reassessments to the Chief Executive.
- It is the responsibility of the manager of ones workers to ensure that they do not suffer from stress as a consequence of lone working.

The Council for Voluntary Service Arunwide's policy is that staff and volunteers should not have to work alone for extended periods and that they are properly supervised and have the opportunity to interact with other members of staff and volunteers. However, it recognises that many staff and volunteers are required to work by themselves for significant periods of time without close or direct supervision in the community, in isolated work areas and out of hours.

2 PURPOSE

Council Voluntary Service Arunwide is committed to providing a safe working environment as far as reasonably practical that meets the needs of its staff and volunteers. Consideration shall therefore be given to the health and safety implications in respect of lone working.

3 DEFINITION OF LONE WORKING/WORKING ALONE

Individuals are alone at work when they are on their own; they cannot be seen or heard by another worker; cannot expect a visit from another worker or member of the public for some

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time; and/or where assistance is not readily available when needed. Therefore, lone workers are those who work by themselves without close or direct supervision. They include staff or volunteers in fixed establishments where:

- Only one person works on the premises.
- One person works separately from others.
- One person works outside normal working hours.

They also include mobile lone workers working away from their base and when their work may be carried out in:

- Someone's home other than their own.
- Premises not leased or managed by Council Voluntary Service Arunwide.

It is likely that most staff and volunteers may spend a limited amount of time working alone.

4 AIMS OF THE POLICY

The aim of the policy is to:

- Increase staff and volunteer awareness of safety issues relating to lone working.
- Ensure that the risks of one working are assessed in a systematic ongoing and continuing way, and that safe systems and methods of work are put in place to reduce the risk as far as is reasonably practical.
- Ensure that appropriate training is available to all staff and volunteers that equips them to recognise risk and provides practical advice on safety when working alone.
- Ensure that appropriate support is available to staff and volunteers who have to work alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working; and reduce the number of incidents and injuries related to lone working.

5 RISK ASSESSMENT

Risk assessments must be carried out for and by all staff and volunteers whose working practice makes them vulnerable. This includes staff and volunteers who are site-based but work in isolation – as well as mobile staff and volunteers whose work takes them out into the community. Recommendations should be made to eliminate or to reduce the risk as far as possible. In all cases there is a fundamental question about the need for lone working. Managers must decide whether systems can be adopted to avoid workers carrying out tasks on their own. If this is not possible the working practice of the individual plus other contributory factors must be risk assessed. Where staff or volunteers work alone in buildings or carry out domiciliary visits, managers should complete the relevant lone worker's checklist. These checklists can show if existing control measures are adequate and, if not, what else can reduce the risks.

6 PROCEDURE

Staff will receive information, instruction, supervision in respect of the hazards and risks associated with lone working. All staff are to take relevant, sensible precautionary measures whilst lone working. If a member of staff feels that they are putting themselves at risk

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through lone working they should discuss the situation with their line manager. Further efforts by the line manager shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

7 HAZARDS OF LONE WORKING

People who work alone face the same hazards in their daily work as other workers. However, for lone workers the risk of harm can be greater.

Risk assessments for site-based lone workers must include:

- Safe entry and exit.
- Location e.g.; remoteness, transport, parking.
- Risk of violence e.g.; history of violence from the public or the client
- Safety of equipment for individual use.
- Channels of communication in an emergency.
- Site security.
- Security arrangements i.e.; alarm systems and response to personal alarms.
- Level and adequacy of on/off site supervision.

Risk assessments for mobile lone workers must include:

- Individual client risk assessment where applicable.
- Arrangements for domiciliary visits, including consideration of alternatives.
- Travelling between appointments.
- Reporting and recording arrangements.
- Communication and traceability.
- Personal safety/security

Following completion of the risk assessment, consideration must be given to any appropriate action that is required.

8 OFFICE BASED STAFF – OFFICE STAFF

Whenever staff are working within the office they should ensure there are other members of the CVS team in the building.

- If a member of staff is meeting a client on their own in the office, they should ensure the client does not sit between them and the door and that they have clear access to leave via the door. It is also advisable to tell someone that they are meeting with a client on their own.
- If there are any concerns about a client, they should be seen in a large office with someone else present.
- If this is not possible make sure the door is left open.
- If a member of staff is seeing clients in the office when no-one else is around, check someone else is in the building and make sure the office door is left open.
- An attack alarm will be available in each office.

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- Let other organisations in Dove Lodge know that all CVS-A offices have personal alarms. If they know a person is working alone and hears an alarm, please respond quickly, particularly during the out of hours period.
- Staff must record all details of any visits on a white board in the office. This must include time of departure, estimated time of return and the address to be visited. It is also good practice to tell a colleague where they are going.
- If a member of staff is visiting before coming into the office in the morning they must report in by telephone to their manager before attending the visit and make a note of visit on the white board.
- If there is a change to a member of staff's day, they must ring in to the office and inform the manager of expected arrival.
- If a member of staff has not arrived by the stated time, a phone call will be made to contact that member of staff.

9 STAFF WORKING OUT OF OFFICE HOURS (ALL STAFF)

All staff working evenings or weekends shall:

- Telephone a designated associate and leave the following information before attending the visit:
    - Name
    - Destination
    - Expected time of arrival on site
    - Vehicle make and Registration Number
    - Contact telephone/mobile phone number/s
- On arrival on site, telephone their designated associate with the following information:
    - The expected length of time on site
- All staff will be provided with an attack alarm when making site visits
- On leaving the site, telephone their designated associate with the following information:
    - Time of leaving the site
    - Expected time home or details of next destination
- On arrival at home/next destination, telephone their designated associate with the following Information:
    - They have arrived safely home, or If at a new destination give another 'expected length of time on site'. The process will then recommence until such time as the lone worker completes all works and has arrived safely home. The procedure ensures that the line manager is aware of the staff member's movements during the visit/s.

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All delegated associated must be made aware of the employees line manager's number. In the event that the employee does not telephone their designated associate after an outreach the associate must contact the line manger. The line manager will endeavour to contact the employee however if there is no response the police shall be informed. All staff is to ensure they use arterial routes and main roads to and from all destinations. This will then allow the police to retrace the steps of the member of staff to eliminate a road traffic accident as the cause of activating any emergency procedures.

10 GENERAL SUPPORT FOR STAFF AND VOLUNTEERS

All new staff and volunteers to Council Voluntary Service Arunwide should receive an induction, including reference to the lone worker policy.

Staff and volunteers working for the Charity should know that their safety comes first. They should be aware of how to deal with situations in which they feel at risk or unsafe. They should also be able to recognise how their own actions could influence or even trigger an aggressive response.

Managers must therefore ensure that all lone workers' training needs are assessed and that they receive appropriate training.

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(Model) Child Protection Policy for (insert group name)

Policy Statement

The aim of (insert group name) is to provide a (insert group's mission statement or aims).

It is (insert group name) policy that all staff working for the group will aim to create an environment where young people are protected as much as possible from potential abuse. All staff members will report any concerns about a child or somebody else's behaviour using the procedures laid down in this policy.

(named person) is the designated child protection person (DCPP) for the club and can be contacted at anytime on (insert telephone number) if ever a concern should arise regarding child protection issues. All staff and volunteers will be provided with copies of the child protection policy as part of their induction.

Any allegations or disclosures must be recorded in a designated book as soon as possible – there is a procedure, which is set out in this policy and to decide who should report the information and the time scale for passing it on. The role of the DCPP is to:

- Know how to and which child protection agency to report concerns to should it arise.
- Ensure all staff members have a copy of the child protection procedure.
- Help any other staff members with any child protection issues.
- Make sure that appropriate information is available at the time of a referral and the referral is confirmed in writing.
- Keep contact with social services, NSPCC and other agencies.
- Keep people who need to know aware of any action taken and any further action to be taken e.g. disciplinary.
- Ensure the all records are kept properly and confidentially.
- Contact different organisations to review the child protection program regularly to check that procedures are correct and comply with current good practice.

As stated in The Children's Act 1987 "the welfare of a child is paramount". This means that confidentiality must never be promised to a child in case a situation arises where information must be passed on for the safety or welfare of the child. However, other than following the correct procedures, confidentiality of all people concerned in an allegation and investigations should be kept at all times. For instance, any incident written in the designated book should be written on separate pages from others so people don't get to see other peoples' reports or concerns.

All volunteer staff and anybody else who comes into contact with children and left with them unsupervised will be checked appropriately.

The (insert group name) accepts its responsibility of duty of care towards children and any person who may encounter any concerns whilst working at the (insert group

name), and they will be supported when they come forward with any concerns in good faith.

Code of Practice

The (insert group name) expects all staff to be aware of this code of practice and adhere to it at all times.

- The examination progress with a child should be as open as possible and it is important than no more time should be spent alone with a child than is necessary.
- It is important to never have any physical contact with a child.
- It is not good practice to take a child alone in a car or on any journey.
- Never make any suggestive or inappropriate remarks to a child, even to be said in jest could get taken the wrong way or offend.
- Never try and dissuade a child from making a disclosure of abuse.
- It is important for all staff members to be aware that child abusers come in all ages (even other children) they can be any gender, ethnic origin or class. It is also important not to favour people and have pre-conceptions; it could prevent the right action to be taken in a situation.
- Staff at (insert group name) must always value and respect children as individuals and must always exclude bullying, shouting, racism and sexism.

Responding appropriately to a child making an allegation of abuse

1. Stay calm.
2. Listen to what the child has to say.
3. Do not make any promises to keep secrets, as you may have to take it to someone else.
4. Reassure the child that only those that need know about it will.
5. Always let the child proceed at their own pace.
6. Do not ask prompting questions.
7. Ensure them that they have done the right thing by telling.
8. Tell them what the next step is and who will be told.
9. Record what the child said as accurately as possible recording date, time, names, who took the information, sign and the date that it was recorded.
10. Do not decide for yourself whether abuse has taken place - that is for the professional child protection agencies to decide.

Procedure for reporting concerns

There are many ways in which suspicions or concerns are raised:

- A staff member

- Child disclosing abuse
- Bruising or signs of physical hurt which may or may not be accompanied by unusual behaviour.

If a staff member has concerns they should report it to the DCPP straight away by telephone or in person. The DCPP should also then receive a written report signed and dated within 24hrs to put in the designated book. It is of up-most importance that these procedures should be carried out as quickly as possible so as not to threaten the welfare of the child. If the concerns are with regard to a member of staff the DCPP should be contacted immediately by telephone.

The DCPP will consider all reports and will either report them straight to the authorities or after seeking advice (possibly from NSPCC or alike) decide not to refer concerns to the authorities but will keep a detailed record of the reports in the designated book.

Definitions of abuse

Physical

Non-accidental injury – deliberately inflicted:

Hitting, shaking, squeezing, burns, bruises, broken limbs, scalds, bites, cuts, gripping, giving a child inappropriate drugs or alcohol. Attempting to poison, suffocate or drown.

Neglect

Persistent or severe failure to meet a child's basic needs:

Lack of adequate food, inappropriate diet, exposing child to cold, leaving child unattended, inappropriate clothing, failing to attend personal hygiene and failing to seek medical attention.

Sexual

Taking advantage of a child for the sexual gratification of an adult:

Flirting and verbal suggestiveness, Inappropriate fondling, masturbation, oral sex, anal sex, full intercourse, use of foreign objects, exhibitionism, exposing child to pornography, making pornographic materials and ritualistic abuse.

Emotional

Persistent lack of affection and interaction:

Continuously failing to show love and affection, persistent rejection, criticism, belittling, bullying, frightening, harassment, taunting, threatening, ridiculing and ignoring.

Recruitment and selection criteria

Child protection shall always be (insert group name) major priority while selecting staff and appropriate recruitment procedures shall be followed. These include:

- A clear description of any role available so the most suitable appointee shall be selected.
- Vacancies shall be advertised widely to ensure equal opportunities.
- The identity of applicants must be proved and personal details obtained through use of application form.
- All applicants must sign a declaration of previous convictions with submission to formal check.
- An enhanced level CRB check shall be required and a copy kept with each applicants details.
- All applicants must be given a copy of the child protection policy.
- Several selection techniques shall be used to maximise the chance of staff recruitment (interview, reference, checks).
- At least one board member of (insert group name) shall meet with applicants to view and evaluate their attitudes towards working with children.

Staff Training and Supervision

All staff and volunteers will be offered training in line with our child protection policy.

Protection of Vulnerable Adults Policy (Model)

Introduction

The characteristics of adult abuse can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries.

There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others.

Aim of Policy

The aim of this policy is to ensure the safety of vulnerable adults by outlining clear procedures and ensuring that all staff members are clear about their responsibilities.

Definition

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

This may include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a number of forms:

a) Physical abuse e.g. hitting, pushing, shaking, inappropriate restraint, force-feeding, forcible administration of medication, neglect or abandonment

b) Sexual abuse e.g. involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism

c) Emotional/psychological abuse e.g. intimidation or humiliation

d) Financial abuse e.g. theft or exerting improper pressure to sign over money from pensions or savings etc.

e) Neglect or acts of omission e.g. being left in wet or soiled clothing, or malnutrition

f) Discriminatory abuse e.g. racial, sexual or religious harassment

g) Personal exploitation – involves denying an individual his/her rights or forcing him/her to perform tasks that are against his/her will

h) Violation of rights e.g. preventing an individual speaking his/her thoughts and opinions

i) Institutional abuse e.g. failure to provide a choice of meals or failure to ensure privacy or dignity

Reporting Procedures

If the allegation or suspicion of abuse is discovered by a student then they should inform a member of staff as soon as possible. The member of staff will then inform the SMT (Staff Management Team) member responsible for adult protection (or in her absence, another member of SMT). A member of staff discovering an allegation or suspicion of abuse will, similarly, report it to the SMT member responsible for adult protection.

The member of staff should make a written record of the allegation or suspicion of abuse (see appendix 1) and discuss the situation with the SMT member responsible for adult protection. The SMT member should carry out a risk assessment and contact the local Social Services Team on
.....

If a volunteer/staff member has been told about the allegation of abuse in confidence, they should attempt to gain the consent of the person to make a referral to another agency. However, the gaining of the consent is not essential in order for information to be passed on. Consideration needs to be given to:

1. The scale of the abuse
2. The risk of harm to others
3. The capacity of the student to understand the issues of abuse and consent

If there is any doubt about whether or not to report an issue to Social Services then it should be reported.

In emergency situations (e.g. where there is the risk or occurrence or severe physical injury), where immediate action is needed to safeguard the health or safety of the individual or anyone else who may be at risk, the emergency services must be contacted.

Where a crime is taking place, has just occurred or is suspected, the police must be contacted immediately.

Responsibilities

All members of staff have a responsibility to be aware of this policy and to report any suspicions that they might have concerning adult abuse.

The SMT member responsible for adult protection is .....

The Governor responsible for 'championing' this issue at Board level is.....

CRB Checks

All newly recruited staff who have contact with members are CRB checked (since 2003). Certain groups of staff (e.g. Student Services) will be CRB checked if they were recruited before 2003. Learner Support Workers will be CRB checked every 3 years.

Contacts

1. Social Services .....

2. Adult Protection – Principal Officer
   Planning and Commissioning Section
   Social Services Directorate
   .....

Legislation

This policy is informed by, and adheres, to the

..... Protection Policy and Procedures, and to the following legislation:

NHS and Community Care Act 1990
Mental Health Act 1983
Public Interest Disclosure Act 1998
Care Standards Act 2000

Date: Month Year

Appendix 1

Incident Report Form

Name:

Course:

Address:

Telephone:

Briefly describe what happened (include times and dates):

Names and contacts of witnesses:

Name of person completing form:

Date:

Name of Manager responsible for investigation:

Date:

Action taken:

Model Health and Safety Policy

General statement of intent

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our volunteers and service users, and to provide such information, training and supervision as they need for this purpose. We accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements, which we will make to implement the policy, are set out below.

The policy will be kept up to date, particularly as the organisation changes in nature and size to ensure our responsibilities are met in relation to:

- Health & Safety at Work Act (1974)
- Management Regulations (1999)
- Other relevant current legislation.

To ensure this, the policy and the way in which it has operated will be reviewed every year at XXXXX meeting.

Responsibilities

Overall and final responsibility for health and safety in the organisation is that of XXX.

XXXXX is responsible for this policy being carried out at the organisation's offices in XXXX and for ensuring the preparation, implementation and review of risk assessments and safe work practices.

XXXX are responsible for bringing to the attention of the Committee any deficiencies in safety arrangements.

Volunteers

All volunteers have the responsibility to co-operate with supervisors to achieve high standards of safety within the work area and to take reasonable care of themselves and others. Deficiencies or defects in current arrangements must be reported to the XXXXX.

Accidents

All accidents are to be reported to XXXXX and recorded in the organisation's accident book.

Reportable accidents are recorded on form F2508A and brought to the attention of the XXXXX by XXXXX for notification to the Local Authority.

Unusual or unexpected incidents are also to be reported to XXXXX and recorded in the accident book for review of current arrangements.

Accident records are located in the First Aid Box.

First aid

The First Aid Box is located in the admin room. XXXXX is the appointed person responsible for the First Aid Box.

The qualified first aider is XXXXX.

Fire safety

All volunteers will be advised of the fire action procedure, location of fire alarms and fire exits at their induction.

Fire evacuation drills are arranged by the Health & Safety Officer, practised at least annually and records maintained by the Health and Safety Officer of the evacuation time.

Housekeeping and premises

XXXXX will monitor that:

- safe stacking and storage methods are followed
- standards of cleanliness and hygiene are maintained in kitchen areas
- waste is disposed of safely in appropriate containers
- corridors and exits are kept clear and free of obstruction
- equipment in their work area is in good working order.

Electrical equipment

Electrical equipment is inspected annually by XXXXX.

XXXX will ensure a risk assessment is prepared and safe work practices are in place to ensure trailing wires are covered and fastened down, portable equipment is placed in a safe position, regular visual checks of equipment are made, and equipment faults are reported and corrected.

Faults should be reported to XXXX.

Equipment for hire or use by visitors will be inspected visually prior to the event for loose connections and faults to plugs or cables. Equipment with known faults will not be used.

Display screen equipment

The organisation offers to all display screen users a free eye test with a designated optician on request where this is not related to a regular optician's appointment.

Supervisors will involve volunteers in assessing their workstation and ensuring it meets their individual needs.

Information in adjusting their workstation and good work practices will be available from XXXXX.

Manual handling

Manual handling will be reduced as far as possible by monitor and review of all work tasks. XXXX will ensure a risk assessment is prepared of manual handling tasks and agree with volunteers safe work practices. These work practices will be reviewed to meet individual needs, particularly where changes in health indicate they are not appropriate e.g. pregnancy, known back complaints. Volunteers must bring to the attention of their supervisor any health problems that may be affected by handling activities.

Training

An induction programme with information about Health and Safety arrangements within the organisation will be provided to volunteers. Any updates or changes to these arrangements will be discussed at meetings. Further training relevant to a volunteer's work will be offered.

Advice

If further information is required, contact the following:

XXXXX

Useful Contacts

Here are some websites, addresses, e-mails and telephone numbers, which you might find useful for supplying information on learning and development, recruiting and managing volunteers in West Sussex:

Council for Voluntary Service – Arunwide
Dove Lodge, 49 Beach Road
Littlehampton
BN17 5JG
Tel: 01903 726228
E-mail: admin@cvs-arunwide.org.uk
Web: www.cvs-arunwide.org.uk

Or

Town Hall, Clarence Road
Bognor Regis
PO21 1LD
Tel: 01243 840305
E-mail: chief.exec@cvs-arunwide.org.uk
Web: www.cvs-arunwide.org.uk

Community Link Workers

For advice on such activities as:

- New Group start-up
- Search for source funding
- Guidance on grant application forms

And much more

Tel: 01903 726228. Email: lh.clw@cvs-arunwide.org.uk

Tel: 01243 840305. Email: br.clw@cvs-arunwide.org.uk

West Sussex EESI Project
Co-ordinator
Council for Voluntary Service Arunwide
Tel: 01243 840305
Email: admin@cvs-arunwide.org.uk
Web Site: www.eesi.org.uk

EESI Infrastructure Development Worker (Chichester and Arun)
Chichester Council for Voluntary Service
Tel: 01243 582615
Email: eesipw@vcacd.org.uk

Voluntary and Community Action Chichester District
60a North Street
Chichester
PO19 1NB
Tel: 01243 528615
E-mail: admin@chichester-cvs.org.uk
Web: www.chichester-cvs.org.uk

Crawley Council for Voluntary Service
The Orchard
1-2 Gleneagles Court
Brighton Road
Crawley
West Sussex
RH10 6AD
Tel**:** 01293 657000
Fax**:** 01293 657009
Email**:** info@crawleycvs.org

ADUR Voluntary Action
Chesham House
124 South Street
Lancing
BN15 8AJ
Tel: 01903 854980
Email: info@adurvoluntaryaction.org

Mid Sussex South CVS
38, Church Road
Burgess Hill
RH15 9AE
Tel: 01444 258102
Email : cvsms@copperstream.co.uk
Website : www.midsussexsouthcvs.ik.com

East Grinstead CVS
The Old Court House, College Lane
East Grinstead
RH19 3LS
Tel: 01342 328080
Email: Christine@egcvs.co.uk
Web: www.egcvs.org.uk

Horsham Area CVS
Lavinia House
Dukes Square
Denne Road
Horsham
West Sussex
RH12 1GZ
Tel: 01403 255277
E.mail: hacvs@btinternet.com

Selsey Resource Centre
53A, High Street
Selsey
PO20 0RB
Tel: 01243 604488
E-mail: info@selsey.org.uk

Outset Youth Action
County Office
Lodge Hill Centre,
Watersfield
Pulborough
West Sussex
RH20 1LZ
Tel: 01798 831153 Fax:
01798 831153
E-mail: outset@westsusex.gov.uk
Web: www.outsetyouth.org.uk

The National Council for Voluntary Organisations

NCVO believes passionately in the voluntary and community sector. This is a sector with the power to transform the lives of people and communities for the better.

NCVO Help Desk is a free telephone, email or text phone service that provides advice and support for anyone involved in the voluntary sector.

- Freephone: 0800 2 798 798 (9.00am to 5.00pm)
- Textphone: 0800 01 88 111 (minicom)
- Email: helpdesk@askncvo.org.uk

Main switchboard

- Telephone: 020 7713 6161
- Fax: 020 7713 6300
- Email: ncvo@ncvo-vol.org.uk

Postal address

NCVO, The National Council for Voluntary Organisations
Regent's Wharf
8 All Saints Street
London
N1 9RL

West Sussex Council Voluntary Youth Services (WSCVYS)
Horsham Youth Centre, Hurst Road
Horsham
RH12 2DN
Tel: 01403 252139
Fax: 01403 252 139
Email: admin@wscvys.org.uk

Arun Volunteer Centre
Bradbury Centre
1 St Martins Lane
BN17 6BS
Tel: 01903 731223
E-mail: avc@cvs-arunwide.org.uk

Arun Volunteer Centre , Bognor Regis
Town Hall, Clarence Road
Bognor Regis
PO21 1LD
Tel: 01243 864220
E-mail: avc@cvs-arunwide.org.uk

Volunteer Centre Chichester & District
60a North Street
Chichester
PO19 1NB
Tel: 01243 532765
E-mail: callen@chichester-cvs.org.uk

Worthing Volunteer Centre
Worthing CVS office
Colonnade House
Warwick Street
Worthing BN11 3DH.
Tel: 01903 528622
E-mail: worthingcvs@btconnect.com

Adur Volunteer Centre
Chesham House
124 South Street
Lancing
BN15 8AJ
Tel: 01903 854985
E-mail: keri@adurcvs.org.uk

Crawley Volunteer Centre
The Tree
103, High Street
Crawley
RH10 1DD
Tel: 01293 553251
E-mail: volbureau@crawleycvs.org

Horsham Volunteer Centre
The Spire, St. Mark's Court
Chart Way, Horsham
RH12 1XL
Tel: 01403 232100
E-mail: horshamvolunteer@btconnect.com

Mid Sussex Volunteering
The Old Court House, College Lane
East Grinstead
RH19 3LS
Tel: 01342 328080
loral.vb@egcvs.co.uk

Burgess Hill Volunteer Centre
38 Church Road
Burgess Hill
West Sussex
RH15 9AE
Tel: 01444 870711
Email: cvsms@copperstream.co.uk
Web: www.midsussexsouthcvs.ik.com

West Sussex VOLG
West Sussex VOLG
Ground Floor, Parbrook House
Natts Lane
Billingshurst
West Sussex RH14 9EY
Tel: 01403 787940
Fax: 01403 787941

Action in Rural Sussex
Sussex House, 212, High Street
Lewes, East Sussex
BN7 2NH
01273 473422

National Probation Service Sussex Area
Headquarters
185, Dyke Road
Brighton, East Sussex
BN3 1TL
Tel/Fax: 01273 227979
www.sussexprobation.gov.uk

Hastings & Eastbourne
Tel: 01424 448600

Brighton & Lewes
Tel: 01273 810300

Crawley, Horsham & Haywards Heath
Tel: 01293 525216

Worthing, Littlehampton & Chichester
Tel: 01903 711500

Volunteering England ~ England's Volunteer Development Agency
It promotes volunteering and has resources for both volunteers and volunteer managers.
www.volunteering.org.uk

nfpSynergy ~ ideas, insights and information to help non-profit making organisations
www.nfpsynergy.net

Workforce Hub ~ information on skills development and good employment practice
www.ukworkforcehub.org.uk

National Open College Network (NOCN) ~ An awarding body and provider of accreditation services for adult learning
www.nocn.org.uk

VolResource ~ Information for Voluntary and Community Groups
www.volresource.org.uk

Volunteering in West Sussex ~ Information on voluntary opportunities and volunteers' stories
www.westsussex.gov.uk/volunteer

Northbrook College
(Customer Services) Tel: 0845 155 60 60 Text: 07786200170
E-mail: enquiries@nbcol.ac.uk
www.nbcol.ac.uk

University of Chichester
Bishop Otter Campus, College Lane
Chichester
PO19 6PE
Tel: 01243 816000
www.ucc.ac.uk

Bognor Regis Campus

University of Chichester, Bognor Regis Campus, Upper Bognor Road, **Bognor Regis**, West Sussex, PO21 1HR.

Open University ~ study at home www.open.ac.uk

Learn Direct ~ distance learning www.learndirect.co.uk

Littlehampton Adult Education
Littlehampton Community School
Hill Road, Littlehampton
BN17 6DQ
Tel: 01903 722155 Fax: 01903 713200
E-mail: littlehampton.acl@westsussex.gov.uk

Selsey Adult Education Centre
Manhood Community College
School Lane, Selsey
PO20 9EH
Tel: 01243 605030 Fax: 01243 607877
E-mail: selsey.acl@westsussex.gov.uk

Adult Education Course Locations
www.westsussex.gov.uk/adulteducation

Voluntary Sector Angels
Revelation Centre, Spur Road
Quarry Lane Industrial Estate
Chichester, West Sussex
PO19 8UD
Tel: 01243 775585 Fax: 01243 775856

Arun Health Trainers
Promoting a healthy lifestile

Bognor Regis Health Trainers
Bersted Green Learning Centre
Bersted Green Court
Hazel Road
Bognor Regis
West Sussex
PO22 9DZ
Tel: 01243 828738

Arun Health Trainers
Promoting a healthy lifestile

Littlehampton Health Trainers
1ST Floor, Bradbury Centre
St Martins Lane
Littlehampton
West Sussex
BN17 6BS

Arun Neighbourhood Network
Promoting independence for older people

South Suit
1st Floor, Bradbury Centre
4-5 St Martins Lane
Littlehampton
West Sussex
BN17 6BS
Tel: 01903 719744 or 01903 731800
Email: nc.arunpopps@cvs-arunwide.org.uk