



Building a Better Christchurch Together

VOLUNTEER HANDBOOK

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WELCOME AND INTRODUCTIONS

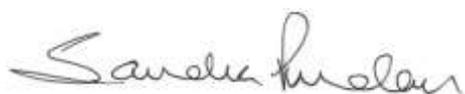
Welcome to Christchurch Community Partnership

Thank you for joining us in our work to preserve and improve the quality of life for everyone in Christchurch. You are one of a group of people of all ages, backgrounds and cultures who regularly give their time to Christchurch Community Partnership (CCP). Through volunteering for one of our projects, you are helping to make a positive difference to the lives of people in Christchurch. Your contribution is vital to our work and we want your time with us to be rewarding and enjoyable.

This handbook is packed with useful information about Partnership and volunteering. We suggest you may like to keep it in a safe place as you might need to refer to it later.

We are always looking for ways to improve how we deliver our projects and develop new ones, so if you have any suggestions, ideas or comments please let us know.

If anything is unclear, or you want to know more about any aspect of what we do, please don't hesitate to ask.



Reverend Sandra Prudom
Chair – Christchurch Community Partnership
14 March 2013

What we're all about!

Established in 2001 the Christchurch Community Partnership is a registered charity run by a board of volunteer trustees. An independent local charitable organisation dedicated to improving the economic, social and environmental well-being and the quality of life of all people who live in, work in and visit Christchurch, the Partnership focuses on:

- Being the catalyst for change. By networking all interested parties we strive to respond to the needs of minority and sometimes excluded groups.
- Building a better Christchurch Community. Also with your help we aim to play an influential role in building an even better Christchurch, by engaging all sectors of the community and reaching out to every Christchurch resident.
- Strengthening local pride in the community. This is a vital ingredient in achieving this; this benefits both personal well-being and increases the success of local charities, businesses and statutory organisations.

Our successes to date!

- The Partnership led the development of the Fit Christchurch initiative which sought to improve the health of the community by encouraging involvement with every sort of physical activity. Our Healthy Walks and Family Bike Ride projects further emphasised the benefits of health and well-being. In consequence, Christchurch won a British Heart Foundation Award (known as 'Heart Town') for its active concern for community health in common with only 50 other towns in the UK.
- Through the Christchurch Watersports programme we provided a focal point for coordinating activities along the waterfront. We set up 'Introduction to Water Sports' and 'Sailing Ambassadors', which provided opportunities for Christchurch young people, at minimal cost, to develop skills in many different water sports and for local schools to include water sports in their sports programmes.
- Through the Christchurch Harbour Management Plan the Partnership, in close cooperation with the Christchurch Borough Council and the many professional, leisure and environmental users of the Harbour, secured a sustainable future for this precious resource.
- The introduction of a Dial-a-Bus service that provides door-to-door regular shopping trips for those who find other means of public transport difficult to access.
- The annual Carols with the Mayor event with its candle-lit procession in the Priory, has grown in visibility year on year and is both a community celebration of Christmas and also an opportunity for everyone to sing favourite carols together.
- Christchurch Strollers offers a series of free guided walks which are run by qualified healthy walk leaders – the perfect opportunity to get out and get fit. Everyone is welcome

to take part in the walks, with no pre-booking necessary, which are taken at a comfortable pace to suit the whole group.

- Friends of Christchurch Railway Station – a group of volunteers who meet regularly to improve the town's railway station, the gateway to Christchurch

Our plans for the future!

- Evolve the Christchurch Volunteer Forum. We initiated this as a focal point of creativity and integration through which individuals, local charitable, business and statutory organisations can network together in delivering a more expansive and successful approach to community focused projects.
- Implement the Christchurch Angels Project and reach out to all Christchurch citizens, of any age or background, who are in need of support.
- In recognising the challenges of delivering Youth Employment in sufficient volume to meet the ever increasing need, be the catalyst that networks all interested parties – educational organisations and business community – with a view to maximising employment opportunities / experience for Christchurch youth.
- In conjunction with Waitrose and utilising volunteer support, canvas Waitrose customers with a view to attracting public donations to, and increasing local awareness of, the Christchurch Food Bank.

Without volunteers, activities and events that we take for granted would simply not happen. Take a look at the website for more information on our established and current list of projects.

VOLUNTEERING

Our work is only possible because of volunteers like you. Every day we touch the lives of local people by providing much needed community projects that improve the economic, social and environmental well-being and the quality of life of all people who live in, work in and visit our town.

As a volunteer with the Partnership you can get involved in these and many different activities, such as providing administrative support to one of our projects; helping out at one off community events; serving tea and coffee at Café PLUS; training to be a Healthy Walks leader; acting as a volunteer driver; being a Bus Buddy; befriending families, older people, people with physical or learning disabilities or mental health issues; helping write funding bids; being a trustee; maintaining our website; and lots more...

There's something for everyone whatever your interests, skills or experience.

Why do we involve volunteers?

Volunteers develop and deliver our projects so are vital to the work of CCP. These projects help support the local community and often bring together people of different ages, cultures and backgrounds in working towards a common goal.

What will I get out of volunteering?

The enjoyment of working as part of a team; the chance to meet people, make new friends and gain confidence; the chance to use your individual talents and skills to benefit your local community; an enhanced CV; the knowledge that you have made a real difference.

Will I be given training?

You will get all the information and support you need to help you give your best. This training may be formal or informal 'on the job' advice. Every volunteer will have someone to refer to for help and support. In addition, we ask every volunteer to attend one of our induction events and any specific project related training. You are also entitled to an annual review.

What time do I need to give?

Some roles need a regular commitment; others can be arranged more flexibly. We will help you match your skills and time with the broad range of roles we have available within CCP and our partner voluntary organisations in the Christchurch area.

OUR COMMITMENT TO YOU

Your time, skills and enthusiasm make a very big difference to the lives of people in Christchurch. Without your help our work would not be possible. We will help you get the most out of your voluntary work by giving you support and training and meeting any legal and other requirements - **making you feel part of Christchurch Community Partnership.**

We will ensure that you:

- Have regular contact with other volunteers and your Project Leader
- Are always treated fairly and without discrimination
- Are treated with respect and consideration at all times
- Have opportunities to influence the work of CCP

Support and training

You will always:

- Be given clear information on what is expected of you
- Be given advice and information on how to carry out your work
- Have someone to talk to about your work – your named Project Leader
- Know that your contribution is valued

Legal and other requirements

You will always:

- Be covered by insurance in your voluntary work
- Be reimbursed for reasonable expenses (e.g. bus fares)
- Have a safe environment in which to work
- Be asked for your views about any changes we may make

YOUR COMMITMENT TO US

As a Christchurch Community Partnership volunteer you are in a position of trust. You might be assisting vulnerable people, representing CCP or be responsible for CCP equipment. We ask you to preserve the partnership's good name by:

1. Knowing and keeping the rules

Some rules will vary according to your work but many will be the same for all volunteers.

2. Reliability

Many local people depend on our services and projects. If you have to change your plans, fall ill or cannot turn up on time, you must let us know in good time by contacting your project manager or event organiser in advance where notice can be given (e.g. dental or doctor's appointment or holiday) or by 9.30 am if possible on the first morning of an absence due to sickness. This helps us to try to find a replacement if appropriate/possible.

3. Confidentiality

Information about anyone you work with is completely confidential (see below).

POLICIES AND PROCEDURES

INDUCTION

You will be inducted into your new volunteer activity by your project leader, event organiser or someone nominated to carry out this important task.

Areas covered include welcome, facilities, housekeeping rules and health and safety matters. It will be important to meet colleagues and become familiar with the layout of the building or event and the first day should also be the opportunity to discuss the responsibilities of your volunteering role.

During the first weeks (depending on the frequency of the volunteering) you will have your responsibilities explained to you in detail and where appropriate learning objectives will be set to encourage you in your new tasks.

In addition the Volunteer Executive Officer or relevant Trustee will have inducted you into CCP itself and will check that your induction has been completed satisfactorily.

ALCOHOL AND DRUGS

Under no circumstances should you be under the influence of illegal substances or alcohol whilst working.

COMPLAINTS PROCEDURE

CCP does not want any of its volunteers to feel aggrieved about the way they are treated and whilst most problems can be resolved by sensible discussion between volunteers and clients, sometimes it is wise to raise a constructive complaint as we are not always aware of how our behaviour impacts on others. CCP will try to resolve complaints as quickly as possible to the satisfaction of the individual(s) concerned. Where this is not possible, every effort will be made to explain the reasons for the decision. The complaint should be raised with a Volunteer Executive Officer, preferably in writing so that the offending person has time to think about the nature of the complaint. The Volunteer Officer will then arrange a meeting with all concerned to seek to resolve the issue which on many occasions may be no more than an unfortunate misunderstanding, resolved by listening to what the other person has to say. If it is an issue that cannot easily be resolved, the Volunteer Officer will seek if either or both of the volunteers can be offered alternative volunteering activities.

If the volunteer is not satisfied with the outcome, they have the right to ask the Volunteer Officer (VEO) to pass the matter onto a Trustee for a final resolution.

CONFIDENTIALITY

Under no circumstances must you disclose information about a person you are supporting to anyone else. This means not using names or identifying any situation in conversation or other contact with anyone outside CCP - not even your immediate family. The full Confidentiality Policy is kept by a Volunteer Executive Officer for your information. Please ask if you would like to read it.

The only time you are able to disclose information is if you feel the person you are supporting may harm themselves or others and then you should contact your Project Leader or a VEO.

The Rehabilitation of offenders Act 1974 gives individuals who have a criminal conviction the right, after the passing of time and with some exceptions, to treat the conviction as "spent" or in other words "as if it had never happened". CCP may ask volunteers at interview if they have any convictions and the candidate can reply "no", if any such conviction is "spent". If the conviction is current, i.e. is not "spent" and the volunteer does not disclose it and this is then discovered, it may prove necessary for CCP to bring that engagement to a close depending on the event being supported. If a volunteering activity involves direct care, or is a job involving children, CCP is legally required to obtain an enhanced criminal record certificate.

CONFLICT OF INTEREST

If you find yourself in a situation where your personal circumstances put you in conflict with CCP clients, personnel, policies or decisions it is very important that you discuss this with your Project Leader or a VEO at the earliest opportunity.

DATA PROTECTION POLICY

In the delivery of all CCP projects and activities all volunteers must adhere to the procedures set out in the full Data Protection Policy.

It is often necessary to hold certain information about people. However the information that we hold should only be held with the subject's consent, be relevant, held securely, and only held for as long as necessary or as legally required.

This policy applies to all information held, whether on paper, on computer, magnetic disk, email or other storage medium. Please ask to see the full policy, if you would like to; it is kept by a VEO.

EQUALITY - Everyone should be treated with dignity and respect

You and everyone else involved with Christchurch Community Partnership have the right to be treated fairly and without discrimination.

CCP will not accept any form of unfair discrimination, victimisation or harassment on the grounds of age, disability, education, gender, gender re-assignment, HIV status, marital status, nationality, political allegiance, race, religious belief or sexual orientation in its work with and for the local community. CCP has a written Equal Opportunities policy that describes how it protects people's rights.

If you feel you are not being treated fairly, if you want to speak up for someone else or you simply want more information about what this means, please speak to your Project Leader or a VEO.

HEALTH AND SAFETY

As a volunteer, you are responsible for your own safety and that of the people you work with. There are strict laws about health and safety which apply to all volunteers working for Christchurch Community Partnership.

We will make sure that your working conditions are safe and will give you information about health and safety as part of your induction.

You need to know how the health and safety applies to your work and be sure you know what to do if anything goes wrong. The full Health and Safety policy is kept by a VEO. If you would like to see it, please ask. Here are some important points for you to consider:

1. First aid

Make sure you know where any first aid equipment is in each location you are based at and if there is a first aider on duty. Should a person require first aid and a first aider is not easily available, you should inform your Project Leader immediately and/or ring 999 and ask for an ambulance. Any wounds should be covered by sterile dressings. On no account give any medication or use elastic dressings. Do not attempt to lift someone who has fallen.

2. Reporting an accident

If you or someone in your care has an accident, no matter how small, you must report it to your Project Leader. Also report faulty equipment or working conditions that could be unsafe, even if these seem insignificant, you should always report them.

3. Fire

Never ignore any fire alarm. Make sure that you know exactly what to do if you discover a fire or if the alarm goes off.

4. Pregnancy

CCP is required to carry out an assessment of any health risks to a volunteer who becomes pregnant. You should advise a VEO once a pregnancy has been confirmed so that he can arrange for the necessary steps to be taken at the right time. He will keep this information confidential.

ID BADGES

If you are visiting anyone in their home or are distributing leaflets on behalf of CCP, you must have and show your CCP ID badge. You should not visit anyone or distribute leaflets without it.

INSURANCE

Christchurch Community Partnership has insurance protection to cover its volunteers. The type and level of cover varies according to the volunteer role. If you need more information about the nature and level of insurance cover for you, please ask a VEO.

LONE WORKER POLICY

We are concerned to minimize the risk to volunteers when visiting people in their own homes, working on one's own in other settings such as distributing leaflets on behalf of CCP, etc. Here are some points you should bear in mind:

Your own personal safety must be your first priority.

Remember – when in doubt – get out!

If making a visit to someone's home as part of your work as a CCP volunteer, make sure someone (eg your partner, a friend or CCP Project Leader) knows where you are going and when you are likely to return. If possible arrange to telephone them as soon as you leave the premises to reassure them.

Always carry and show your ID card. Do not enter any property if you feel unsure or uncomfortable with the situation. Make an excuse and leave. When you are in someone's home, make sure there is nothing between you and your exit. Sit by the door if at all possible. If the person you are supporting becomes angry and aggressive, leave and report to it to your Project Leader. Keep calm, do not argue or inflame the situation in any way.

If working alone in an empty building, keep the outer door locked whenever possible and never allow a stranger to come in on any pretext.

MOBILE PHONES

Mobile phones should be switched off or put on silent whilst working or in meetings.

However it is recommended that you carry a fully charged and useable mobile telephone for use in emergencies. In the case of pay-as-you-go phones there should be sufficient credit to enable calls to be made.

MONEY MATTERS

1. Expenses

Your help is invaluable. Christchurch Community Partnership will reimburse you for any reasonable expenses so that you are not out of pocket as a result of your voluntary work, e.g. telephone and/or car allowance @40p per mile. Please make sure you claim these, even if others do not, on the appropriate form at the end of each month.

2. Gifts and donations

Christchurch Community Partnership operates almost entirely through grants and donations to enable us to continue supporting people in the Borough. If someone wants to make a donation, please make sure they make any cheques payable to **Christchurch Community Partnership.**

As an individual you cannot accept any money apart from as a donation to Christchurch Community Partnership.

Whilst you should discourage the giving of gifts, there may be the odd time when to refuse a small gift worth less than £5, may cause upset. Any gift should be discussed with your Project Leader or the Volunteer Coordinator.

We have strict rules about what to do if a person wants to make a donation to Christchurch Community Partnership. Make sure you know what the guidelines are, and if you are ever in any doubt, obtain advice from a VEO.

MOVING ON

There may be times when it becomes clear that the activity or environment is not working well for you or for the project. When this happens, the reasons why will be discussed with you and CCP will seek to find another opportunity for you or provide some direction on how best to use your experience, skills and availability.

Should you decide to end a period of voluntary activity, it will be helpful to know as soon as possible in advance. There is no shame in deciding to take a break or to do something different BUT CCP is best equipped to serve the community when it knows in advance that there is a need to find new volunteers.

PERSONAL PROPERTY

We do not accept any responsibility for personal property, so please make sure you do not leave valuables around or on view.

VEHICLES USED ON CCP BUSINESS

If you intend to use a private vehicle in connection with CCP business, you must have a valid driving licence, MOT (if appropriate) and motor insurance certificate. Please check with your insurance company that you are covered as a volunteer. Almost all insurance companies have agreed to cover volunteer use at no extra cost. Should there be an additional cost, CCP is unable to fund this.

Legal requirements - only hands free phones can legally be used while driving and smoking is not allowed in cars or vehicles where members of the public are transported at any time.

Action on abuse of VULNERABLE PEOPLE, INCLUDING CHILDREN

Abuse can happen anywhere and to anyone. It can be a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to a vulnerable person (this may include an older person, a person with learning difficulties, a person with mental health issues, a young person or a child).

1. Physical abuse

It may be deliberate or accidental, and also includes over medicating or the withholding of drugs.

2. Psychological abuse

Also known as emotional abuse and can take the form of threatening, bullying,

isolating, shouting, blackmail or blaming.

Deliberately ignoring a vulnerable person/child and depriving them of basic needs and pleasures is also psychological abuse.

3. Financial abuse

Financial abuse can be identified as theft, fraud, forgery and embezzlement.

4. Sexual abuse

Sexual abuse is forcing a person or child to take part in any sexual activity without their consent, the use of sexual language falls into this category. A child cannot be said to be able to give their informed consent to any sexual activity.

5. Neglect

Neglect is failing to provide basic necessities.

What do you do if you suspect or discover abuse?

- If an adult, always talk to the person in a safe and private place
- Listen with sensitivity but do not ask leading questions
- If an adult, find out what the victim wants
- Do not discuss or challenge the abuser
- Know and follow CCP's Confidentiality policy and procedures
- Discuss with your Project Leader as soon as possible and
- In the case of suspected child abuse, contact Social Services as soon as possible

Confidentiality

Within CCP's Confidentiality policy, discussions about abuse cannot mean absolute secrecy. There may be situations in which a person or child will say something you should pass on, for your and their own safety and protection. Confidentiality in this sort of situation does not mean keeping a secret between you and the service user. Instead it means that discretion within our organisation is important, that sensitive information is made known only to those with whom it has to be shared. **You must make it clear that you are unable to keep this information to yourself when dealing with suspected abuse.**

Managing disclosure - "do's & don'ts"

Do's:

- Listen attentively
- Take it seriously
- Try not to look shocked
- Explain about confidentiality, very simply in the case of a child
- In the case of an adult, ask them what they want to do
- Report it to your Project Leader immediately

Don'ts:

- Take it lightly or make a joke about it
- Dismiss or disbelieve
- Change the subject
- Ignore what has been said

- Make assumptions

REMEMBER:

If someone is being abused or you think maybe being abused, report it immediately to your Project Leader or a VEO, or contact one of the appropriate helplines listed under Helplines at the end of this Handbook. These helplines provide confidential information to anyone concerned about the abuse of adults and of children and young people.

Doing nothing is not an option!

WHISTLE BLOWING

The Public Interest Disclosure Act provides you with legal protection and is designed to allow you to express concern or disclose information if you believe that there is evidence of malpractice and it is in the public interest that the matter be exposed. Such matters may include -

- Criminal activity or offences
- Miscarriages of justice
- Actions which endanger the health & safety of volunteers, Project Leaders, staff or the public
- Actions which cause damage to the environment
- Actions which are intended to conceal any of the above

The Whistle Blowing policy and procedures are designed to offer protection, provided that the disclosure is made;-

- In good faith and
- In the reasonable belief that the disclosure, tends to show malpractice

We know it can be awkward and embarrassing to raise a concern, particularly one which may have an impact on friends, colleagues or Project Leaders. Remember; **a whistleblower is a witness, not a complainant.** In dealing with any whistle blowing we will separate the message from the messenger.

You would have to put your name to any disclosure that you make. Your identity may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and you may need to provide a statement as part of the evidence required.

In the first instance raise your concerns internally with your Project Leader, or if the complaint is about them, a VEO or a CCP Trustee.

Further information

If you feel unhappy about making a disclosure to a person inside the charity, then, before reporting the matter externally you are strongly advised to get independent advice from an independent advisor such as Public Concern at Work, Suite 306, 16 Baldwin's Gardens, London EC1N 7RJ. Tel; 020 7404 6609

YOUR CONTACT INFORMATION

Your Project Leader is:

Volunteer name:

.....
Project Leader contact details:

.....
Volunteer signature:

.....

.....

Date of Issue:

Christchurch Community Partnership Ltd

Address: c/o 75, Whitehayes Road, Burton, Christchurch BH23 7PA

Tel: 075135 10355 (answerphone messages can be left)

E-mail: contact@christchurchcommunitypartnership.org.uk

Chair of Trustees: Reverend Sandra Prudom

HELPLINES

Action on Elder Abuse	0808 808 8141
Age Concern Christchurch	01202 488 311
Age UK Information & Advice	0800 169 6565
ChildLine (free helpline for children and young people)	0800 1111
Christchurch Citizens Advice Bureau	01202 482 023
Cruse Bereavement Care Helpline	0844 477 9400
MIND	0845 766 0163
National Debt Line	0808 808 4000
NHS Direct	0845 4647
NSPCC – child safety concern helpline	0808 800 5000
Pension Service	0845 6060 265
Samaritans	08457 90 90 90