



## Volunteering Handbook

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## 1. Document Purpose

This handbook provides information for members of the Whyteleafe Community Hub (WCH) Charity – which includes Trustees – on how WCH is governed and operates. Members must follow the policies set out in this document when carrying out their duties for WCH.

## 2. References

The following documents are referenced within this handbook.

- WCHP001 Charity Constitution
- Charity Handbook

## 3. Glossary

<b>Term</b>	<b>Description</b>
H&S	Health & Safety
WCH	Whyteleafe Community Hub



## 4. WCHP004 Volunteering Policy

This policy outlines the Whyteleafe Community Hub (WCH) responsibilities to our volunteers and what is expected of them.

### 4.1. Why we have volunteers and what we expect of them

WCH operates through its volunteers and would be unable to provide any of its services without these people. It ensures that volunteering is a two-way process where we commit to support volunteers in their duties and expect a level of support and commitment from our volunteers.

### 4.2. Charity Responsibilities

WCH's responsibilities in relation to its volunteers are:

- Be clear on when and why we need volunteers so that we best utilise volunteers and provide meaningful volunteering opportunities.
- Maintain adequate policies including those related to Health & Safety, Data Protection and other activities which impact volunteers. This makes it clear how we manage our volunteers and meet our obligations and ensure volunteers are not put at risk of harm.
- Match volunteers to suitable roles so that volunteers' skills are being utilised, or volunteers are taking on duties they wish to undertake.
- Reserve the right to not accept offers of volunteering, or end volunteering at any time. This could be a result of volunteering opportunities not being available, or individuals being unsuitable for a volunteering opportunity.
- Support volunteers in their activity including providing necessary training to volunteers so that they can carry out their duties appropriately and with the required knowledge.
- Maintain a list of volunteers and their record their commitments and activities for the charity. This allows us to know who our volunteers are, how they support the charity, and their activity. Information around volunteers will be managed confidentially and only used for defined charity purposes.
- Maintain volunteer confidentiality around their personal details and WCH activities.
- Communicate with our volunteers about WCH, what it is doing, and how they contribute so that they feel part of WCH and its purpose.
- Provide constructive feedback to volunteers, so they are aware of how they contribute to WCH, and when their actions are having a negative impact.
- Commit to volunteering equality and diversity.



## 4.3. Volunteer Responsibilities

Volunteers of WCH will commit to the responsibilities below.

- Maintain confidentiality around Charity activities and information.
- Maintain commitment to WCH and carry out their volunteering to the best of their ability. This includes notifying WCH if they are unable to volunteer or attend a volunteering session.
- Provide information as requested including personal details and details of WCH activities.
- Do not undertake activities detrimental to WCH, its volunteers, and those receiving services from WCH.
- Follow charity policies and working practices.
- Do not communicate to the public as WCH unless they receive written instruction to do so by a trustee.
- Do not operate on WCH's behalf unless they receive written instruction to do so by a trustee.



## 5. WCHP016 Health and Safety Policy

WCH recognises that it has a duty of care for any individuals involved in its activities. This policy outlines the WCH responsibilities in relation to H&S and has been developed following guidelines from the Health and Safety Executive (<https://www.hse.gov.uk/simple-health-safety/index.htm>)

### 5.1. Responsibilities

WCH will:

- Ensure the health and safety of all individuals in our activities including our members, volunteers, and beneficiaries.
- Aim to prevent any accidents and cases of ill health resulting from any charity activities.
- Maintain conditions, and support individuals, in a way that allows our activities to be carried out in a healthy and safe way.
- Manage health and safety risks in all activities the charity carries out.
- Review and revise this policy regularly.

### 5.2. Arrangements

To ensure H&S good practices are followed, WCH makes the following arrangements:

- Ensures appropriate policies, processes, instructions and information are in place and available.
- Provides suitable training and equipment for members and volunteers to carry out activities.
- Ensures safe environments including carrying out risk assessments for ongoing services and for individual activities. This includes regular health and safety tours.
- Is aware of and maintains personal information about individuals which is relevant to health and safety and how it affects their ability to carry out activities.
- Be conscious of beneficiary needs and how these can be impacted by H&S.
- Provides means of raising and reporting H&S concerns, incidents and near misses.

### 5.3. Roles

Within WCH, the following H&S roles are undertaken:

- Health and Safety Officer – overall responsibility for H&S. This is held by a Trustee.
- Group Lead – responsibility within a specific group for ensuring this H&S policy is adhered to.
- Individuals – responsible for being aware of H&S policies and following charity practices.



## 6. WCHP009 Lone Working Policy

Whyteleafe Community Hub (WCH) takes the health and safety of its employees and volunteers seriously. We have a legal duty to ensure the health, safety and welfare of our employees and volunteers while performing work or volunteering activity. This policy is design to alert employees and volunteers to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures that may minimise such risks. It is designed to give employees and volunteers a framework for managing potentially risky situations.

### 6.1. Definition of Lone Working

Lone workers are those who work by themselves without close or direct supervision. For example:

- People working separately from others in a building
- People who work outside “normal” hours
- People who work away from WCH’s premises without other colleagues or volunteers present
- People who work at home other than in a low risk, office-type work

### 6.2. When this policy applies

Employees or volunteers may be alone, either in our premises or when operating on WCH’s behalf externally (e.g. in someone’s home). Employees and volunteers have a responsibility to take reasonable care of themselves and others in lone working situations by following this policy. Lone working is not inherently unsafe. Taking precaution can reduce the risk associated with lone working.

Examples (not an exhaustive list) of when lone working may occur include:

- Working in the food bank stocking shelves or packing food parcels
- Driving and dropping food parcels to recipients.
- Working as part of the befriending service and visiting a client at their home

### 6.3. Potential hazards of lone working

People who work or volunteer alone will of course face the same risks in their work as others doing similar tasks. However, additionally they may encounter the following:

- Accidents or sudden illnesses may occur when there is no-one to call for help or first aid available
- Fire



- Violence or the threat of violence
- Lack of safe way in or out of a building for example, danger of being accidentally locked in
- Attempting tasks which cannot safely be done by one person alone

## 6.4. Measures to reduce the risk of lone working

To reduce the risk for people working alone we carry out a risk assessment of the following issues, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, any special circumstances.
- The individuals concerned – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstance

All available information should be considered and risk assessments should be updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

## 6.5. Member and Volunteer Responsibilities

### 6.5.1. Prior to lone working

Prior to lone working, an employee or volunteer must inform and receive approval from a trustee member of a potential lone working situation. This must be done via email or message (i.e. SMS or WhatsApp, or another messaging service that the trustees use). The trustee member will provide the lone worker any mitigating actions to minimise the risk for that activity based on a risk assessment. If a risk assessment has not been performed for that activity WCH will need to complete one.

### 6.5.2. During lone working

During a lone working situation, the employee or volunteer must do the following:

- Ensure that a trustee member has your mobile phone contact details
- Ensure that you have a trustee member's contact details during lone working in case an incident occurs
- Employees or volunteers must inform a trustee during the period of lone working and are responsible for adhering to safety, security and fire regulations.



## 6.5.3. What to do if an incident occurs whilst lone working

In any situation where an employee or volunteer is operating alone and feels unsafe, they must remove themselves from that situation immediately and report the incident to a trustee member.

In any situation where an employee or volunteer is operating alone and an incident occurs, this must be reported to a trustee member as soon as possible. An incident is any situation where the health and safety of the employee or volunteer is compromised and may include an accident, fire, violence or threat of violence (this is not exhaustive).

## 6.6. Charity responsibilities

WCH's responsibility with respect to lone working is:

- Risk assessment of lone working activities
  - Identifying situations and activities that could result in lone working.
  - WCH must perform a risk assessment of all activities that could result in lone working. Within that risk assessment mitigation actions must be in place.
  - Where possible, implementing systems to minimise the need for lone working of high-risk activities.
  - Ensure that risk assessments are carried out and reviewed regularly
- Education and awareness of policy and procedures relating to lone working
  - Ensuring that employees and volunteers are aware of this policy
  - Employees or volunteers will be given training that covers lone working where appropriate during induction
  - Employees or volunteers new to a role where they may be lone working may need to be accompanied initially
  - Employees and volunteers operating alone should be made aware of the process for responding correctly to emergencies.
- Support for lone working employee
  - Regular contact by phone may be appropriate and we ensure that employees or volunteers carrying out duties alone have a mobile phone available at all times to enable them to contact the office in the event of an emergency
  - Log any incidents in the health and safety incident register

## 6.7. Member responsibilities

Staff responsibilities with respect to lone working are:

- Prior to lone working:
  - Read the lone working policy
  - Inform and obtain sign off from a trustee member about lone working arrangements



# Whyteleafe Community Hub



- Be aware of the risks regarding lone working situation and perform any mitigations as documented in the risk register to minimise the risk occurring
  - Supply your contact details to the relevant trustee member
  - Obtain contact details of the relevant trustee member for the lone working situation
- During lone working
  - Keep in regular contact with the relevant trustee member
  - Put in place any risk mitigation measures
- If an incident occurs during lone working
  - Contact the relevant trustee member as soon as possible