



# Volunteer Handbook

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## Bridges Community centre and the Palmer Centre, Chepstow.

**Bridges Community Centre** is a registered charity that builds bridges between different sections of the community in Monmouth and the surrounding area. It is a focus for a wide range of community activities, and attracts more than 1,000 people through its doors each week. In terms of activities for older people, it runs a successful day club for 75 senior citizens on three days a week, a weekly inclusive tea dance, a Dial-a-Ride operation and a toenail cutting service. It also hosts a wide range of support, friendship and leisure groups including U3A, Over 55 Social Club, St David's Day Hospice, Breast Cancer Support Group, Alzheimer's Society Memory Café and Bereavement Group. Other groups range from fitness classes to dance workshops to an under fives playgroup. The Centre also provides a base for Home-Start Monmouthshire.

There is an active board of trustees that operates through a committee structure. It has a broad range of expertise including two accountants, a conservation architect, a training manager, a recently retired Probation Service executive, a self-employed business person, and two former teachers. The trustees have general oversight of the project and are also represented on the Community Connections Steering Group.

**The Palmer Centre** in Chepstow is the main 'provider' partner in this project. It offers a busy drop-in service from Monday to Saturday where local residents - mainly older people - buy teas/coffees snacks. On average 200 or more people use the Centre for this purpose each week. The Centre also holds a weekly Tai-Chi session (organised by the trustees) and hosts Action 50+ group, Weight Watchers, Farmers and WI Markets and Bridge Club.

The Palmer Centre is run by an active committee of trustees and non-voting members, and is keen to broaden the range of activities offered. There are also six regular volunteers.

### Community Connections

Community Connections will create, develop and manage a network of volunteer befrienders across eastern Monmouthshire. They will provide support, social contact, and improved access to activities and services,



for socially isolated older people in the rural villages between Monmouth and Chepstow (eastern Monmouthshire).

The nature of the befriending role will vary from simply visiting for companionship, to supporting the older person in engaging or re-engaging with local social networks and activities - e.g. accompanying the person to activities and encouraging them to attend on their own or with new friends. Where there are significant gaps in community activity, we will help people to form new self-sustaining interest groups and new social networks.

The main beneficiaries will be:

- those who are isolated due to their rural location and/or low income;
- those who have mobility problems;
- isolated residents of social housing and sheltered accommodation;
- people who have been discharged from hospital and therefore have limited mobility or health problems;
- the recently bereaved;
- Retired farmers.



## OUR PRINCIPLES AND PRACTICES

In working with older people in our community the Community Connections project has a key set of principles that provides the basis on which we work with individuals who use our service.

These are:

- Monmouthshire County Borough is a diverse and vibrant community and through our work, we will embrace the diversity, respecting the different skills, knowledge, experiences and cultural influences that individuals bring to the project.
- The right of an individual to choose their own path and to establish their own goals no matter how small or large these may be.
- To promote befriending which is non-judgmental.
- To take our lead from our beneficiaries, allowing them to make decisions on the type of befriending and support they require.
- To listen to and support a beneficiary and aim to encourage them to become more independent and active.
- To embrace a positive outlook to the work we do and to those in our community, recognizing that everyone is unique and has something of value to offer.



## Aims Outcomes and Milestones

**By the end of the project 400 people will report an increase in wellbeing and reduced social isolation through engaging in activities in the community**

- We will establish a comprehensive database of local activities that can be used to identify all current provision and will provide a basis for the future inclusion of older people into community life.
- Beneficiaries will be encouraged to maintain their current interests and/or activities. For example, part of the befriending role might be to accompany an individual to an activity until they feel comfortable to attend on their own or with new friends.
- Project workers and volunteers will encourage and support the formation of self-sustaining interest groups and new social networks.
- Encourage more people to volunteer as befrienders, including school and college students.
- Volunteers are also potential project beneficiaries, a role that can change over time as people's short and long-term situation changes.
- Improve self-sufficiency and community-sufficiency in travel which will provide a substantial asset to the community and individuals



**By the end of the project 400 people will report a reduction in loneliness and an increased feeling of wellbeing and confidence through the support of the befriending service.**

- Based on weekly or fortnightly visits to people in their homes, the visits will help to reduce the isolation and loneliness felt by many people,
- Assist in identifying issues and supporting needs (e.g. helping to arrange transport, if required), and the sharing of interests and experiences.
- Helping individuals to take part in activities outside their homes (as per outcome 1).
- Regular visit to provide a valuable help and support which will help beneficiaries to maintain their independence.

**By the end of the project there will be evidence of the impact of befriending on people's well-being and an end of project report will provide a model of good practice that could be replicated in other areas.**

- Monitoring and tracking of progress and outcomes of the project. This will include the use of soft outcomes measures (e.g. Outcomes Star for older people).
- External evaluation of the project will be initiated from the outset of the project through commissioning a research study, This will influence the nature of the data collected. Reports from external



evaluation will be regularly submitted to the steering committee for consideration and action.

**It is intended to create the following by the end of the project:**

- A comprehensive database of community activity as an on-going resource for others in the future
- A programme/handbook of volunteer recruitment and training etc. will be developed for future use.
- A full report on the experience of engaging the over 50 population in community activities.
- Case studies and statistical information to demonstrate the effectiveness and benefits of providing a befriending service.



## Volunteering with Community Connections.

Thank you for volunteering with Community Connections Befriending Scheme. The aim of Community Connections is to provide befriending to people aged 50+ who may need a little companionship and support.

Volunteers' duties may vary but predominantly will be:

- To engage with a beneficiary and provide a supportive relationship that will improve their confidence and independence.
- To assist a beneficiary with participating in community life and accessing community activities.
- To visit the beneficiary on times agreed, and assist with their required support.
- To maintain your position of trust and build one to one relationships and adhere to the appropriate boundaries within the Community Connections' project i.e. Policies and procedures and safety requirements.
- To respect beneficiary's wishes and help them to become more independent.
- To work within a non-discriminatory boundary.
- To support staff with information sharing and updates.

### Times of Commitment

Volunteers can give whatever time suits them with a minimum requirement of 1 hour a week. All we ask for is a commitment of 3 months which will allow a volunteer to build a befriending relationship with a beneficiary.

People can volunteer anytime during the week from Sunday to Monday, as agreed with their coordinator.

### Expectations

We expect Volunteers to:

- Have good interpersonal skills
- Have patience & understanding
- Have respect for individuals
- Have enthusiasm and commitment
- Be reliable & honest
- Respect confidentiality
- Make the most of training and support opportunities



- Carry out tasks in a way which reflects the aim and values of the organisation
- Work within agreed guidelines and remits
- Respect the work of the organisation and its staff and not bring it into disrepute.
- To comply with the organisation's health & safety policy.
- To comply with the organisation's equal opportunities policy.

In return we will ensure that volunteers:

- Know what is expected of them
- Are well supported
- Are shown appreciation
- Have safe working conditions
- Are insured
- Know what their rights and responsibilities are if something goes wrong
- Are paid expenses
- Are trained
- Are free from discrimination
- Have the opportunity for personal development
- Can refuse to carry out any request they consider to be unreasonable.



## Volunteer befriender role.

**Responsible to:** The Project Coordinator.

### **Duties & responsibilities**

- To engage with Befriendees and provide a supportive relationship that will improve their confidence and independence.
- To assist a befriender with participating in community life and accessing community activities.
- To visit the befriender on times agreed and assist with their required support.
- To maintain your position of trust and build one to one relationships and adhere to the appropriate boundaries within the Community Connections project i.e. policies and procedures and safety requirements
- To respect befriender's wishes and help them to become more independent.
- To work within a non-discriminatory boundary.
- To support staff with information sharing and updates.

### **Skills, experience & knowledge**

You should be:

- Genuine, honest and non-judgemental.
- Empathetic, with good listening skills.
- A good communicator who doesn't impose their own views, values or opinions.
- Approachable with a positive attitude.
- Able to form a positive supportive relationship with others.
- Self-aware and have an awareness of how situations may affect you and the befriender.
- Willing to attend training as required.



## **Training and development**

- You will be required to attend some training courses that will enhance your skills and experience and meet our requirements and needs.
- You will receive on-going support and guidance by your designated Co-ordinator who will support, advise and guide you throughout your volunteering experience.

## **Other Information**

- We request that Volunteers are willing to commit their time for 3 months. You can decide how many hours that you are able to give each week/ month; however by committing to a period of 3 months, we can ensure consistency for our befriending.
- As this post requires direct contact with vulnerable adults, a DBS check will be carried out by Community Connections.



## A befriender's checklists...before you visit.....

- **Are you dressed appropriately?**

(Some items of clothing may offend/ frighten older people such as revealing clothes, or hoodies - please be considerate to others)



- **Make sure you arrive on time!**

(It's important that you are not late and are punctual. If you know you're going to be late then please contact your coordinator who will inform your beneficiary.)



- **Do your coordinator and your beneficiary know that you're visiting?**

(Do not make unannounced visits; it's important for your own safety that we know when and where you will be volunteering.)



- **Have you got your mobile phone?**

(Please remember to carry your mobile phone with you incase you need to contact somebody urgently. However try not to take calls or answer text during the time you are befriending.)



- **Are you carrying your identity badge?**

(Please carry your ID badge at all times)



- **Have you 'logged' your visit/observation in your diary?**

(Please keep a brief update in your diaries about each visit. This will assist us with our monitoring and cover any issues that may arise)



- **Do your family or friends know where you are?**

(For your own safety, please let members of your family or a friend know where you are and what time you are due to return. Please ensure that they have our contact details if there is a problem.)



## Keeping you safe.

We are constantly looking after our own safety on a day to day basis when we carry out our daily routines or chores. Everything that we do has potential dangers and we are aware and assess each risk mostly subconsciously. For example, we assess the risk when we get into the car, and reduce the risk by fastening our seatbelts.

When you become a volunteer with Community Connections, there will be different or new aspects of safety that you may need to take into account: you will be visiting a person in their home which will be unfamiliar. This means that you will need to be more alert to possible risks. You will need to think about 'manual handling' when lifting people's shopping, or how you travel to somebody's house if the area is unfamiliar to you.

Community Connections will only take referrals where the individual involved has agreed to receive a visit / support from a volunteer, therefore the volunteer will be welcomed into their homes. The referrals will identify any potential risks that could impact on the volunteer, such as pets, the need for medication, aggression etc.

Community Connections advise that volunteers adopt the following precautions to safeguard yourself.

- Don't visit anyone without telling the project coordinator.
- Try and give an estimated time for your return, or phone if the visit is going to take much longer.
- Do not give the individual your personal phone number or home address.
- Don't accept a lift home from any individual.
- Do not lend, give or borrow or accept money from the beneficiary.
- Never accept an alcoholic drink while you are visiting/ befriending.
- Be alert to the responses of the person you are supporting; use your instincts to pick up changes in mood; listen to their tone of voice and be aware of their body language.



If someone becomes aggressive towards you, you should:

- Try to stay calm, and make sure that you are on the same level as the aggressive person – if they are standing, stand up to so that you look less vulnerable.
- Do not touch someone who is angry.
- Respond confidently and use the person's name and address them directly. Being aggressive back could escalate the situation.
- Be aware of the exits out of the house and room and position yourself near them.
- Leave as soon as possible if you feel you are at risk.

If you do encounter a difficult situation or if something rings alarm bells for you, report it promptly to your project coordinator who will ensure that you get the right support.



## Criminal Records Bureau.

Before we can place you as a volunteer befriender, we must carry out an enhanced DBS check through the Criminal Records Unit. A DBS check will be valid for 3 years.

The information that you provide for the DBS will be confidential and once we receive confirmation of your DBS we will destroy any written information that we receive.

Community Connections has a policy on the **Recruitment of people with a criminal record** along with a policy on **the handling retention and disposing of disclosures and disclosure information**.

If you would like a copy of these policies, please contact the Project manager Miranda Thomason on 01600 710895.





## **Befriending arrangements involving travel**

A befriending arrangement may involve supporting a beneficiary to go to local facilities and activities e.g. shops, the library or social groups.

If someone needs transport to get to local facilities then a volunteer befriender may be asked, by the coordinator, to drive as part of the befriending arrangement. The coordinator is responsible for all travel arrangements and will plan exactly how much travel support will be offered to the person we are befriending.

If a volunteer is using their own car as part of the volunteering scheme to escort beneficiaries, then the vehicle must be insured for business use and copies of the insurance certificate, MOT and driving license must be given to the coordinator in advance.

Community Connections has a budget for volunteer travel expenses but we have to explain to our funders (the Big Lottery) exactly how we use this money. We have to prove that costs for travel are necessary and appropriate and that we are aiming to keep costs to a minimum.

Expense claim forms are available for volunteers to submit at the end of each month. These must be approved by the project coordinator and manager. If travel involves train, bus or taxi journeys, volunteers must include receipts / tickets with their expenses claim form.



# Volunteer Drivers' Guidelines.

## Documents you will need.

As a volunteer driver you will be asked to produce all current car documents which will be inspected annually.

(i) Licenses

A full clean driver's license is required to have been held for a minimum of two years. Any endorsements incurred subsequently should be notified to the scheme. Licences will be checked annually.

(ii) MOT/Maintenance

A current MOT certificate must be held. Although it will not be necessary to supply evidence of regular garage maintenance, you will be asked how the vehicle is maintained and inspection may be carried out for obvious defects and also to assess the suitability to carry disabled passengers.

(iii) Insurance

- The legal basis for operation of volunteer drivers is car sharing legislation as set down in the Public Passenger Vehicles act 1981, Section 1(4) etc. (a) and (b) which states that a journey will not be treated as made in the course of business if the expenses only cover running costs.
- You should be aware of any tax liabilities you may incur through receiving expenses. It is important that you do not exceed the tax free mileage allowances as this may invalidate your insurance cover and the legal basis for the scheme.
- In legal terms only third party insurance is required for drivers. You will be given a letter (if required) to inform the insurance company that you are taking part in the scheme
- Any changes to vehicles or to your health or your fitness to drive should be notified both to the insurance company and Community Connections.



(iv) Tax

- The vehicle must have a current tax disc.

## **Personal Requirements**

(i) Health

As well as noting any health and medical problems that may affect your ability to drive you should inform the scheme of any temporary condition/medications that may affect your ability to drive.

(ii) Sight Problems

The Highway Code states that a driver must be able to read a number plate from a distance of 20.5 metres (about 5 car lengths) in good daylight. From September, 2001 a driver must be able to read a new style number plate from a distance of 20 metres (66 feet), you may be asked to do this as part of an assessment. If drivers need to wear glasses (or contact lenses) to do this, they must be worn at all times whilst driving.

(iii) Disability

You will be expected to report any disability which may permanently or temporarily affect your ability to drive or assist passengers.

(iv) Smoking

It is the policy of the scheme that there should be no smoking by volunteer drivers or clients due to personal comfort and fire safety. Any changes in legislation should also be considered and adhered to.

(v) Drinking/Illegal Drugs

Drivers should not drive under the influence of alcohol/or illegal drugs and should take into consideration that alcohol stays in the system for several hours even into the next day.

(vi) Illness/Fatigue

When using prescribed or “over the counter” drugs follow the medical advice given by your GP or Pharmacist when driving.



(vii) Mobile Phones and Other Equipment

It is illegal to use a hand held mobile phone while driving. The use of Sat Nav's is becoming more common. Routes should be set before the journey starts and any adjustments, or to input new information, should only be done when stopped in a safe place.

Safe driving needs concentration, avoid unnecessary distractions.

(viii) Confidentiality

It is important to respect confidentiality at all times if you are given information that you feel needs to be passed on (i.e. if the client lives alone or is obviously in distress) please consult your coordinator.

## Procedures

(i) Daily Vehicle Checks

It is your responsibility to carry out regular checks on your car as set out in Annexe 6 of the Highway Code (revised 2004): these should include:-

Lights, brakes, tyres (including spare); seatbelts; clean windscreens, washers, windows, lights, indicators, mirrors and correct adjustment of seat, seatbelts, head restraints and mirrors.

(ii) Identification

As part of the induction process you will be given an identification card which you should carry at all times. It should be shown to clients when meeting for the first time or on request.

(iii) Time-Keeping

- If for any reason a journey cannot be made, your coordinator should be informed and will inform the beneficiary.
- It is recommended that you take a rest of at least 15 minutes every 2 hours whether within a particular journey or between journeys, and you should take a rest at any



time if you feel sleepy. The car should be well ventilated to prevent this.

(iv) Parking

you will be reimbursed for any parking expenses incurred, please retain any receipts. You are expected to obey all parking restrictions. But given the nature of the client, it may be necessary to set down passengers in a restricted area. Please ensure that you do not cause an obstruction or danger to other traffic. Community Connections does not take responsibility for any penalty fines and will not reimburse the cost.

(v) Record Keeping

- It is essential for the smooth running of the scheme that drivers fill in their record sheets fully and correctly, particularly with regard to mileage.
- The scheme will keep a record of all volunteer expenses paid as this may have an implication for tax.

(vi) Tipping

Tipping in cash or kind infringes the car sharing legislation and is therefore prohibited.

(vii) Complaints

There is a standard complaints procedure which will be followed for both drivers and clients. (Form enclosed)

## **Passenger Comfort and Safety**

(i) Fitness to drive

- Drivers are expected to report any illness, which might put a passenger at risk, and/or medication that affects their ability to drive.
- Fatigue. - Consider whether you are likely to be drowsy or sleepy while driving. Tired drivers are more likely to crash.

(ii) Passenger Comfort

If carrying luggage or shopping, you must ensure that this is safely stored in the car to prevent discomfort to the passenger, or injury in an emergency stop.

Do not lift any heavy items of shopping or luggage or equipment to carry disabled passengers unless you have been specifically asked and trained to do so.



(iii) Seatbelts

You should be aware of current legislation which makes seatbelt wearing compulsory in both front and rear seats on all cars with an unladen weight of less than 2540Kg. You are not responsible for seatbelt wearing by adults, but you are when carrying children under 14. People who are exempt from wearing seatbelts will have a medical exemption certificate. Even in the later stages of pregnancy women should wear a belt, with the lap strap fitted under the abdomen.

(iv) Carrying Disabled People

The beneficiary will have been asked before you visit them whether they have any special needs so you will already be aware of any special equipment and/or escort etc. You should ensure that people with a disability will be comfortable and safe before starting the journey.

If you have any doubts about the safety and comfort of the passengers, the coordinator must be contacted before going ahead with the journey. You should not feel under any obligation to carry passengers with whom you do not feel trained to deal.

(v) Behaviour

If a beneficiary behaves in any way that causes concern to you, Please note this in your diary and discuss this in confidence with your coordinator/ project manager.

## Emergencies

(i) Accidents

If an accident occurs owing to the presence of the volunteer drivers car on the road and this causes damage or injury to any other person, or other vehicle, or any animal not in the vehicle, or roadside property you must:-

- Stop, and priority must be given to the welfare and safety of passengers.
- Give your own or the vehicles owner's name and address and the registration number of the vehicle



to anyone having reasonable grounds for requiring them or to the police within 24 hours.

- Request the vehicle owner's name and address and the registration number of the vehicle if you have reasonable grounds to do so.
- On no account express any admission of liability. Do not enter into any argument with the third party. If necessary call for emergency services.
- All accidents should be notified to the Project manager and your diary should contain a contact number for the beneficiary.
- Use your mobile telephone to contact the police and your coordinator as appropriate (if no network coverage emergency calls can still be made via 999 or 112)

(ii) Serious emergencies

Where life may be at risk, use your mobile to dial 999 or 112 emergency systems.

(iii) Breakdowns

- In the event of a breakdown, you should try to move the vehicle off the main carriage-way or use hazard warning lights or warning triangle.
- If practicable, passengers should be moved away from the vehicle.
- When going for help you should remember to let any emergency service know of any of the special needs of the passenger you are carrying.
- Use your mobile phone to contact emergency services and your scheme as necessary.
- You are recommended to read the relevant sections in the Highway Code on accidents and emergencies.



## Volunteer's Expense Claims

Community Connections aims to cover the costs of enabling beneficiaries to feel less isolated while keeping costs down as much as possible.

Project coordinators will be responsible for establishing travel arrangements with volunteers to meet the needs of individual beneficiaries. Coordinators will match people based on both geography but also matching the most appropriate volunteer for the individual beneficiary.

Befriending outings will be planned to allow for flexibility and choice but also to keep activity local to the beneficiary.

### Entitlement

Volunteers are entitled to claim for any mileage which they do as a volunteer with Community Connections i.e. from their home to a beneficiaries house or to groups, to training and also taking people out to local facilities. The rate for volunteer travel is currently 40p per mile (as from 1.04.2014).

Volunteers who live 'out of area' e.g. in the Forest of Dean or Abergavenny will be signposted to more local volunteering opportunities in the first instance. If they would still like to volunteer with Community Connections then travel expenses will be paid from the nearest project base i.e. Bridges or the Palmer Centre.

### Claims

Volunteers are asked to claim expenses for travel at the end of each month using the 'volunteers' expenses form'. This claim form must be handed to the relevant coordinator to be approved and signed. Expense claims are also checked by the project manager and Bridges Centre Director. It is important that volunteers keep a log of the total mileage undertaken each month so that drivers do not exceed the tax free mileage allowance for the year. If travel involves parking, train, bus or taxi journeys, volunteers must include receipts / tickets with the expenses claim form. Each claim will only cover the cost of the Volunteers expenses and not the beneficiaries'.

### Payment

Expenses will be paid directly into a volunteer's bank account through the BACS system each month.

*If a volunteer is using their own car as part of the volunteering scheme to escort beneficiaries, then the vehicle must be insured for business use and copies of the insurance certificate, MOT and driving license must be given to the Project Manager in advance. All volunteers who are driving as part of befriending arrangements must read the 'volunteer drivers guidelines' within the volunteer handbook.*



## TRAINING OPPORTUNITIES

All new volunteers will be required to attend a half-day session called 'An Introduction to Befriending' to cover:-

- The Protection of Vulnerable Adults (POVA Level 1)
- Confidentiality
- Safety Awareness

All new volunteers will be expected to attend a half-day course in 'Emergency Life Skills'.

You will receive invitations to attend the following training courses which will help you in your befriending role:-

- Mental Health awareness
- Communication
- Bereavement
- Sensory impairment
- Stroke awareness
- Dementia awareness
- Wheelchair use

Other courses can be arranged as required – please let us know if you have suggestions of training to assist you in your role.

All training is free of charge to volunteers.



## The recruitment of volunteers policy.

Community Connections has developed a role description which highlights the main role and responsibilities of a Volunteer Befriender.

The role description will give clear guidance about skills and experience that an individual would need to become a volunteer befriender. Community Connections aims to treat every volunteer applicant in a fair and consistent manner and will not discriminate in terms of age, race, gender or disability.

### ADVERTISING

In order to attract new volunteers Community Connections will advertise in various places across Monmouthshire for example, shops, doctors surgeries, hospitals libraries, local schools, etc.

We will also aim to recruit volunteers through the media via regular press releases in local newspapers and will work closely with partner agencies that may identify volunteers too.

Advertisement will aim to reflect the Community Connection's vulnerable adults Policy and outline the skills and experience required and the duties to be undertaken. Publicity will also explain the training and DBS checks that are required.

### APPLICATION FORM

All applicants must complete the Community Connections volunteer registration form. The designated Coordinator will contact the applicant to arrange a meeting.

Upon completing the registration form, the volunteer must meet with the Project Manager to complete their DBS check where they must bring three forms of ID with them.

Every Volunteer must provide 2 Character references before being placed as a befriender.

### MEETING / INTERVIEW

The Community Connections Coordinators will meet with all applicants prior to any recruitment decisions being made.

During the initial meeting, the coordinators will:



- Explain more about Community Connections
- Clearly outline the training that they must complete
- Discuss the DBS check
- Give the applicant an opportunity to talk about themselves and answer any questions the coordinator may have regarding experience, motives for volunteering etc.
- Offer more information if required.

## REFERENCES

At least two references should be requested from individuals who are not related to the applicant. These will be character references offering us an insight into their competencies and attitudes.

If the references raise any concerns the project coordinator will discuss with the Project Manager for guidance.

## CRIMINAL RECORDS BUREAU

Disclosure and Barring (DBS) checks are another tool in the recruitment procedure. A DBS Enhanced Disclosure tells Community Connections about a person's recorded offenses. It can indicate that a person is not a suitable person to work with elderly people, for example, if they have a history of sexual offending.

Volunteers should be assured Community Connections will take into account the Rehabilitation of Offenders Act and only consider offenses which are relevant to the care and supervision of older people.

Community Connections is not allowed to disclose any information about any volunteer's offenses so applicants can be assured of confidentiality. The Project Manager will however tell the volunteer whether or not they are considered suitable to work with elderly people.

Applications for DBS checks will be dealt with by the Project Manager.

## RECRUITMENT DECISIONS

Once Community connections have received all of the relevant information about a volunteer, we will make an informed decision as to whether or not to accept the individual as a volunteer.

## POST RECRUITMENT

It is important that once a new volunteer has been recruited we will provide the following support:

- Provide a rolling programme of relevant training to fully support and prepare the volunteer for their role.



- Ensure that new volunteers are made aware and sign up to Community Connections policy and procedures, best practice guidelines and any codes of conduct.
- Ensure that regular supervision is provided and any training needs are established and actioned .
- Conduct a 6 weekly review of the befriending relationship to ensure that both parties are happy and working well together.



## Community Connections boundaries policy

This policy sets out the boundaries to the role of Community Connections Volunteers who are linked with older people.

### **The need for a Boundaries Policy**

Boundaries are limits we set ourselves in everyday relationships, for example, what we share of ourselves. They can be set consciously or unconsciously. They are a fundamental part of befriending and help volunteers know where they stand on various issues such as working limits, conduct and confidentiality. They also avoid confusion which could cloud the development of a relationship.

A boundaries policy aims to ensure that the expectations and roles of all concerned are made clear from the outset.

### **Scope of the policy**

Because of the emphasis Community Connections places on trying to create a normal friendship between a beneficiary and volunteer, there are fewer boundaries than in some other befriending projects. There are also some specific grey areas in which there is not a hard and fast rule, and what is acceptable, is to some extent, a matter for discussion between the co-ordinator, the beneficiary and the volunteer. As well as dealing with general guidelines, this policy tries to deal thoroughly with these areas of flexibility.

No matter how detailed this policy is, issues that are not covered will inevitably arise. In these cases, as in all other cases of uncertainty, the golden rule is always to consult the Co-ordinator and Project manager before going ahead.

### **General boundaries of a volunteer's role.**

As a general statement, volunteers should not be required to do anything which they have not been prepared for, or committed to, and in which Community Connections is unequipped to support them.

### **The commitment made by a volunteer.**

In taking on their general role, volunteers will have made a commitment to abide by the service's guidelines, and most importantly, those in the volunteer agreement.

They will also have committed to giving a certain amount of time to their volunteering, doing certain activities in certain places.



However, it may be that the volunteer has other commitments and that from the beginning it is made clear that the timing, location or activities need to remain constant.

It is very important that all involved are informed of, and appreciate, the limits to the volunteer's commitment and that the volunteer does not feel unfairly pressured to increase their commitment. If there is pressure for aspects of the befriending to be changed, there are regular opportunities for this to be expressed through formal and informal feedback to the Project co-ordinator and these can then be brought up at a volunteer's regular supervision.

The commitment asked of a volunteer does not usually extend beyond meeting up and doing the activities agreed at the time agreed.

### **Personal relationship between a beneficiary and volunteer.**

A strong friendship often grows between the people involved in befriending, and a volunteer may become involved to some extent in the beneficiaries' personal life, and vice-versa. As long as the relationship is kept within certain limits, this is a very positive development and is encouraged.

As described in the section on volunteer's commitments, such a relationship is not regarded as an essential element that must be committed by a volunteer: if it occurs, it will do so in the natural course of events.

### **Confidentiality.**

Community Connections has a Confidentiality Policy which deals with this issue in depth. The firm rule is that volunteers (and beneficiaries) should not disclose any personal information learned in the course of their befriending. The only exception to this rule is if a volunteer learns something which causes them concern about the beneficiaries' welfare. This could be anything from teasing to financial impropriety or physical abuse. Any such matter comes under Community Connections Protection of Vulnerable Adults policy which gives guidance on the steps to be taken. These will always include consultation with your Co-ordinator and Project manager and may involve other organisations concerned with the beneficiaries' welfare, and in extreme cases the police.

### **Contact outside befriending activities**



Unless encouraged or suggested by the volunteer, the general rule is those beneficiaries should not make contact with a volunteer outside of these occasions. A volunteer should not divulge personal contact details without first discussing with their coordinator.

### **Personal conduct**

Everybody involved in Community Connections should be treated with respect and politeness at all times.

### **Physical shows of affection**

Physical shows of affection towards a beneficiary by a volunteer or staff member, such as hugging, are not appropriate. If a beneficiary makes a show of affection this should not be abruptly rejected in a manner which might cause offence but it should not be reciprocated or encouraged.

### **Volunteer expenses.**

Volunteers should never be out of pocket in connection with their volunteering and are reimbursed all their expenses (including petrol) by Community Connections.

Where more expensive activities than those initially agreed are contemplated, the Project Manager must be consulted to ensure that the budgets can cover the cost.

Volunteers and beneficiaries should never lend or borrow money from each other.

### **What volunteers are not....**

The boundaries for Community Connections befrienders can be looked in terms of the roles they explicitly **do not** take on. This could be taken negatively, but does provide clear reference points and also clarifies their relationship with other organisations that Community Connections works with. A volunteer should be given sufficient training for the role, and be responsible for setting and monitoring boundaries between the befriending relationship and making this explicit to the beneficiary.

### **Not a Carer:**

Volunteers are not expected to take on the formal care duties



expected of family or professional carers such as administering medication, moving & handling, assisting eating and going to the toilet. Their role is that of a friend offering companionship.

### **Medication:**

The only case in which any involvement with medication has been considered is when it is habitually self-administered orally by a beneficiary.

### **Moving & Handling:**

Moving & handling awareness training is run by Community Connections to make volunteers aware of the dangers involved for both themselves and a service user in moving & handling.

There are some grey areas relating to moving & handling:

If a beneficiary uses a wheelchair but is able to get themselves in and out of a car unassisted, it may be acceptable for a volunteer to lift the wheelchair into the back of the car. The risk assessment should identify if this is likely to occur, and the volunteer should be provided with training by Community Connections. It must be ensured that the volunteer is physically capable of performing the task without a likelihood of injury to themselves.

If a beneficiary uses a wheelchair, a volunteer may push the wheelchair during the visit. The risk assessment should identify if this is likely to occur, and the volunteer should be provided with training by Community Connections. It must be ensured that the volunteer is physically capable of performing the task without a likelihood of injury to themselves.

### **Medical emergencies**

As outlined in the sections above, in any medical emergency, volunteers should not hesitate to contact the emergency services, usually to request an ambulance with paramedic.

### **First Aid training**

Community Connections aims to make optional First Aid training available to volunteers.

This reinforces the guidelines above concerning action to be taken in an emergency, but is provided as something thought useful as a general life



skill to be encouraged: Community Connections' volunteers are not always qualified First Aiders and it should not be assumed that they are.

### **Boundaries to roles of others involved in the service**

Most of this policy concentrates principally on the role of volunteers. The boundaries to be observed by others (and the roles they need to perform) are touched on above and are looked at more fully here.

#### 1. Beneficiaries.

- Beneficiaries should treat volunteers with respect.
- They also have a duty to contact the Project Coordinator (who will inform the volunteer) if they cannot keep an appointment, or if they wish to end the befriending.
- If they want the befriending to change substantially, they should not pressure the volunteer, but should make the suggestion through the Coordinator.
- They should not contact the volunteer outside the occasions or times agreed with the volunteer.
- They must maintain confidentiality regarding the volunteer at all times.

#### 2. Carers:

In many cases beneficiaries will also receive help from family members, Social workers or carers. In addition:

- The Carer must tell the Co-ordinator during the referral process and at the risk assessment about any medical or behavioural issues on the part of the service user which might possibly affect the volunteer's role.
- The carer should not ask the volunteer to take on inappropriate roles, such as that of a Carer or Advocate.
- Any suggestion that the volunteer should take on minor care roles must be referred to the Co-ordinator.
- In any discussion about Person Centred Planning, they should advise the volunteer to consult with their Co-ordinator on the issue.
- They should ensure the rules of no overnight stays are observed.
- They must maintain confidentiality regarding the volunteer



### 3. Project co-ordinators & Project manager

- The above must endeavour to find out all relevant information about any medical or behavioural issues on the part of the service user which might possibly affect the volunteer's role.
- Must be aware of the medical/ health problems of the beneficiary and can sign post them to alternative projects if they are not suitable to Community Connections.
- Must provide adequate support and advice to volunteers regarding their role and any boundaries issues that arise.
- Must provide or obtain access to any training needed by the volunteer in the performance of their role.



# Community Connections Lone Worker Policy

Date November 2011



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## **1. Introduction**

The purpose of this policy is to ensure that there are adequate systems in place to ensure the health, safety and welfare of lone workers in order to reduce the risks of lone working as far as is reasonably possible and practicable.

## **2. Definitions**

### **Lone Worker:**

A lone worker is anyone who works in isolation from their colleagues without close or direct supervision.

Examples include:

- Community development workers who are out in the community
- Befriending Coordinators visiting people on a 1:1 basis
- Volunteers out in the community i.e. befriending.

### **People in fixed establishments:**

- People who work from home
- People working separately from others, e.g. in offices (outreach work), some research and training establishments, Community centres
- People working outside normal hours, e.g. Co-ordinators.
- Development Workers, Volunteers, cleaners and security staff.
- Maintenance or repair staff

### **Mobile workers working away from their fixed base:**

- Workers or Volunteers involved in home visits, Community activities/ events, drivers,
- Outreach workers i.e. based at satellite offices in the community.
- Development Officers, coordinators or similar professionals visiting domestic and commercial premises as well as meetings.





## **Personal responsibility:**

Employees and Volunteers are required to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts at work.

This policy and supporting training should ensure that such persons do not take short cuts or employ dangerous practices but that they are instructed to consider and identify potential hazards and to implement a form of risk assessment to ensure the safety of themselves and any other persons they may be working with.

## **Working outside normal hours:**

Where a person is required or requests to work after normal working hours and alone, it is necessary to identify the degree of risk in assessing whether or not this is a safe practice. Employers must make a “suitable and sufficient” assessment of any risks to the health and safety of their employees and Volunteers. Any such risks identified are likely to be greater for lone workers. These findings must be recorded on the risk assessment documents.

## **5. Policy Aims**

The aim of this policy is to ensure, so far as is reasonably practicable, that staff and Volunteers who work alone are not exposed to risks to their Health and Safety and to outline the steps to reduce and improve personal safety to staff and Volunteers who work alone.

The policy also aims through it’s rollout to raise awareness of safety issues relating to lone working.

## **6. Objectives**

The objectives of this policy are to ensure:

1. Lone workers are identified.
2. That risks inherent in lone worker situations are assessed and suitable precautionary measures taken
3. There is a local safe system of work which:



- records the whereabouts of lone workers
- tracks the movement of lone workers
- follows an agreed system for locating staff who deviate from their expected movement pattern
- identifies when lone working is no longer appropriate

### **Risk Assessment:**

Risk assessment is the overall process of performing a systematic written risk analysis and risk evaluation in order to identify methods to control the severity of the risk.

Risks to be assessed during the process include:

- Violence and Aggression.
- Isolated areas.
- Sudden illness
- Building condition
- Substances Hazardous to Health
- Animals
- Vehicle breakdowns
- Weather hazards

This list is not exhaustive and other risks may be identified during the assessment process.

### **Safe System of Work:**

This is a method of working which addresses risks that cannot be controlled in any other way. Safe systems of work are dynamic systems, which mean they should be constantly monitored to identify weakness and improve methods of controlling the risk. Localised protocols such as a “buddy system” for safe working should be considered and encouraged.

Systems of work should be designed to reduce the need for lone working where possible. If this is not possible, safe work practices should be implemented, in line with the findings of a general risk assessment, to avoid or minimise the possibility of abuse. Personal alarms, mobile phones and physical barriers should only be used in conjunction with safe practice.



## **7. Organisational responsibilities**

Responsibilities for the health and safety of lone workers are allocated as follows:

### **Senior Management**

#### **Director:**

1. Ensure the management of Lone Working within the Organisation is adhered to under the Health and Safety Policy.
2. Maintain a log of the locations of employees considered to be lone workers
3. Maintain contact with staff who work alone, both internally and externally.
4. Implement systems to identify those staff who do not report or return at the expected time.
5. Ensure systems are in place to take action to contact / locate staff who have failed to make contact or return at the expected time.
6. Raise the appropriate level of alert / alarm if staff cannot be contacted / located within **2 hour period** after the expected time of contact or return.
7. If staff cannot be located, then contacting the police.
8. Monitoring feedback from the organisation on lone worker risk and seeking to improve processes.
9. Monitor and update this policy as appropriate.

#### **Project Manager:**

1. To identify all staff likely to work regularly in isolation from their colleagues.
2. To assess the risks that such lone working presents.
3. Having assessed the risks, to decide whether lone working is reasonable or not in these situations.



4. To report to the line Manager any situation where the risks cannot be controlled.
5. If lone working is considered reasonable, then the manager must ensure that suitable precautions are in place, such as:
  - Mobile telephones
  - Team working
  - Giving information on known risks
  - Reporting in procedures
  - Personal alarms
  - Recording identified risks on the local risk register.
6. To ensure all staff and Volunteers that work alone are made aware of this policy.
7. To support staff who are victims of violence and aggression in line with the organisational policy.

### **Employees & Volunteers:**

1. Identify any activity carried out by them which will involve them working alone
2. Comply with any precautionary measures including guidelines laid down by managers such as a “buddy system”.
3. Provide any of the following information that may be needed to set up a safe system of work:
  - Working alone at the beginning and end of the normal working hours
  - Daily out of base work place i.e. Diary sheets
  - Detail of the make, model, colour and registration number of the vehicle being used.
  - Notifying any changes to the daily out of base work plan on the Diary sheet (i.e. ad-hoc or “spur of the moment” visits).
  - Informing key person (“buddy”) on return to base.



4. Report to their managers any unsafe or potentially unsafe situations, and to report incidents in which violence or aggression or threats using the incident reporting procedure.
5. Take reasonable care for their own safety and not expose themselves to unnecessary risk.
6. To attend any training provided.

## **8. *References to other policies within the Organisation***

- Health and Safety Policy
- Staff Welfare policy
- Disclosure of Information policy
- Vulnerable Adults policy



# BRIDGES COMMUNITY CENTRE/ COMMUNITY CONNECTIONS BEFRIENDING SCHEME

## HEALTH AND SAFETY MANUAL

### GENERAL SAFETY RULES

The purpose of this document is to define the Safety Rules which apply to all employees, volunteers, Centre users and sub-contractors in accordance with the requirements of the Health and Safety at Work, etc., Act 1974. It is the duty of each and all of the above (hereinafter referred to as 'personnel') to observe the following rules and behave in a manner that is safe and reasonable towards fellow employees, volunteers, the Centre, its suppliers, customers and visitors.



## CONTENTS

1. RISK ASSESSMENT
2. OBSERVANCE OF NOTICES & INSTRUCTIONS
3. HOUSEKEEPING
4. WORKING CONDITIONS AND WELFARE
5. PERSONAL SAFETY & LONE WORKERS
6. FIRST AID & ACCIDENTS
7. REPORTING OF ACCIDENTS - RIDDOR
8. ACCIDENTS – THE PUBLIC & CONTRACTORS
9. PROTECTIVE CLOTHING & EQUIPMENT
10. FIRE SAFETY
11. USE OF WORK EQUIPMENT
12. LIFTING & HANDLING RISKS
13. WORKING AT HEIGHT
14. DISPLAY SCREEN EQUIPMENT
15. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)
16. STRESS MANAGEMENT
17. CENTRE USERS & VISITORS
18. CENTRE VEHICLES
19. FOOD HYGIENE
20. KEY CONTACTS



## 1.0 RISK ASSESSMENTS

1.1 A programme of general risk assessment will be undertaken for the purposes of Identifying;

- a) The risks to which employees may be exposed whilst at work;
- b) The risks to which persons other than employees may be exposed as a result of work activities;
- c) The identity of those who are exposed to risks;
- d) The measures necessary to reduce those risks;
- e) Other health and safety regulations, which specifically require risk assessment to be undertaken.

1.2 The method of risk assessment will be applied uniformly and the significant findings of such risk assessments will be recorded and made known to all affected personnel.

## 2.0 OBSERVANCE OF NOTICES AND INSTRUCTIONS

2.1 Personnel and volunteers are expected to read all authorised notices on matters concerning Health and Safety and comply with any instructions and training given.

## 3.0 HOUSEKEEPING

3.1 Corridors and work areas must be kept clear and in a clean and tidy condition.

3.2 Rubbish or waste materials should not be allowed to accumulate. If it's waste – bin it.

3.3 Spillage of liquid must be cleaned and dried as soon as is practicable.



- 3.4 All corridors stairways and entrances must at all times be kept clear of materials, tools and equipment
- 3.5 Wires and cables must not be trailed across walkways or anywhere that could lead to trips and falls.
- 3.6 All equipment should be stored correctly.

#### **4.0 WORKING CONDITONS AND WELFARE**

- 4.1 Employees and volunteers must wear clothing suitable for the job they are doing.
- 4.2 Employees and volunteers must not run except in an emergency.
- 3 Appropriate welfare facilities will be provided for all personnel.
- 4.4 **Pregnancy:** you should inform the Project Manager in writing as soon as you are aware that you are pregnant. The Project Manager will then inform the Centre Director. This will trigger a personal specific risk assessment, which will be reviewed monthly throughout confinement Community Connections will not allow you to be exposed to any risks to your own health or that of your unborn child, so far as is reasonably practicable.
- 4.5 Community connections will avoid unhealthy and overcrowded working conditions and will consult employees and volunteers on any planned changes.
- 4.6 The Centre will endeavour to provide a well-ventilated workplace in which personnel have control over their local level of ventilation. This includes offices which house office equipment such as copiers etc.
- 4.7 The temperature in offices should normally be at least 16 degrees Celsius or reasonable according to prevailing conditions.
- 4.8 Adequate lighting will be provided. Faulty lights or switches must be reported for repair or replacement (do not attempt to repair any electrical fault).



4.9 Only maintenance personnel, or contractors vetted by the Centre, are authorised to carry out any maintenance work on the premises. Faults in any equipment or utility supply must be reported immediately.

## 5.0 **PERSONAL SAFETY and LONE WORKERS**

5.1 Community Connections recognises that volunteers are required to work by themselves for periods of time without close or direct supervision out of hours. Community Connections aims to protect such personnel so far as is reasonably practicable from the risks of lone working.

5.2 Lone workers are those who work by themselves without close or direct supervision such as:

### ***Personnel in locations where:***

- they are working separately from others
- they are working outside normal hours.
- they are working away from the office.

5.4 Staff and volunteers who are going to be working away from the office should make it clear to other staff where they will be, how long they will be and how they can be contacted. If plans change, this should be communicated to the office or project manager.

5.5 Any incidents involving lone workers must be recorded in the accident/incident book. An incident can be defined as an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage.

5.6 Personnel should be aware of how to deal with situations where they feel they are at risk, or unsafe. The project manager will therefore ensure that all lone workers' training needs are assessed and that they receive appropriate training.

Please refer to the full Lone working policy.

## 6.0 **FIRST AID & ACCIDENTS**



6.1 First aid training is available at all times to volunteers and Staff are qualified First Aiders. Designated First Aiders names are displayed on notice boards throughout the Bridges and the Palmer centre. First aid boxes are kept in the main reception office and the kitchens.

6.2 In the event of an injury or accident call for a member of staff or the first aider. The person attending will ensure that the ambulance is called if necessary, by calling 999.

6.3 All accidents or incidents should be reported to the project manager and entered in the accident/incident book, which is kept in the main reception office in Bridges with the first aid box.

6.4 All new employees and volunteers will be offered First Aid training, advised of the location of the first aid equipment and the names of the nominated first aiders.

## **7.0 REPORTING OF ACCIDENTS - RIDDOR**

7.1 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations place a duty on employers to report specific accidents and incidents, also some specified diseases.

7.2 The Centre Director is responsible for reporting under these regulations.

Incidents that should be reported include:

- Work related death
- Major injury
- Dangerous occurrences
- Over 3 day's incapacity from work
- Certain designated diseases

7.3 The simplest and preferred method of reporting a RIDDOR incident is via the HSE website:

[www.hse.gov.uk](http://www.hse.gov.uk) this would be done by the Centre Director or a delegated person.



A copy of the information recorded will be sent to the Centre Director for checking and filing.

7.4 Any RIDDOR reportable accident or incident will be investigated by the Centre Director in conjunction with the retained safety advisor. Where necessary, risk assessments will be reviewed and revised and new controls put in place to ensure the accident or incident does not re-occur so far as is reasonably practicable.

## **8.0 ACCIDENTS INVOLVING THE PUBLIC AND CONTRACTORS**

### **8.1 Public:**

Any accident involving a member of the public must be recorded in the Accident Book. Any fatality, fracture, amputation or other specified injury must be reported immediately to the Centre Director and the HSE via the project manager.

## **9.0 PROTECTIVE CLOTHING & EQUIPMENT (PPE)**

9.1 Personnel must use all items of protective clothing and/or equipment as may be provided by the Centre as required by manufacturer's instructions, on all necessary occasions. This protective clothing and/or equipment must be used as instructed and returned to a place of safe keeping at the end of the day. All faults, damage or loss must be reported to the maintenance officer.

## **10.0 FIRE SAFETY – The centre**

10.1 Personnel must familiarise themselves with the Centres' fire evacuation procedure, exits, alarm call points and the appropriate assembly points. The procedure will form part of the induction process.

10.2 Fire-fighting appliances, fire exits and any fire escape routes must not be obstructed.

10.3 Fire alarms are tested weekly by a competent person. Personnel are advised when the test is to take place.



10.4 Fire Action Notices are displayed throughout the Centre to ensure that employees, volunteers and Centre users are aware of the fire discovery, alarm and evacuation procedures.

10.5 Fire drills are carried out periodically at the instigation of the Centre Director. The drills are recorded in the fire log book.

10.6 Smoking on the premises is prohibited by statute; smoking is permitted only in designated smoking areas. We expect volunteers to respect any non-smoking environments and only permit smoking if it is part of your befriending relationship.

10.7 Fire doors must not be wedged or held open except by auto closure mechanisms

10.8 The Fire Service, if called, will be given the Centres' address, contact name, type and location of fire.

10.9 Only personnel who have received training in the use of fire extinguishers should use them to extinguish a fire, and then only if to do so would not put themselves at risk.

### **Actions on discovering a Fire**

Where a fire has been detected, the following procedures should be followed:-

- Person discovering the fire or smoke must shout "Fire" and operate the nearest fire alarm.
- If you hear the alarm you must evacuate the building from the nearest available exit and assemble at the designated Fire Assembly Point
- Do not delay your exit to collect personal belongings.
- Do not use the lifts and walk, not run.
- You should close all doors and windows if this does not put you in danger
- You should operate fire extinguishers only if you have been trained to do so
- The designated fire wardens will ensure that all personnel are evacuated from the building or moved to a safe place at least two (closed) fire doors away from the seat of the fire



- The designated fire Warden will conduct a roll call of staff & volunteers who were on the premises. Wardens will also liaise with group leaders to ensure all members are accounted for.
- Do not re-enter the building until told it is safe to do so by a warden or other senior person
- Dial 999

## **11.0 USE OF WORK EQUIPMENT**

- 11.1 Personnel must not use any work equipment unless they have been trained in its safe use. In addition, if the equipment is fitted with safety guards, do not operate without those guards being in the authorised position and in full working order. Any faults or damage must be reported immediately.
- 11.2 Personnel under the age of 18 years must not operate any dangerous equipment or machinery unless they have been trained or are being trained under supervision.
- 11.3 Personnel must not clean any machinery, plant or equipment whilst it is in motion. Ensure equipment is isolated before cleaning.
- 11.4 Personnel must not leave any machinery, plant or equipment running whilst unattended. Where keys are provided, these shall be removed.
- 11.5 Personnel must not attempt any repairs to any machinery, plant or equipment, electrical or otherwise, unless qualified and authorised to do so.
- 11.6 When portable electrical tools and appliances are used externally, only 110-volt equipment shall be used, in connection with a C.T.E. transformer.
- 11.7 All plugs, sockets, connectors and couplers used in connection with portable tools used outside must comply with BS4343 and be of a weatherproof design and construction.

## **12.0 LIFTING & HANDLING RISKS (MANUAL HANDLING)**



12.1 Daily activities conducted by those engaged in Community Connections inevitably involve a level of manual handling by individuals, albeit low risk, except maintenance personnel.

12.2 Where ever possible manual handling will be avoided

12.3 Where this is not possible, and it cannot be done automatically or mechanically, manual handling risk assessments will be conducted by competent persons and training provided where necessary.

12.4 Generally personnel will not be individually required to lift more than they feel comfortable with.

12.5 Manual handling training will be offered to all volunteers.

## **15.0 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)**

15.1 The COSHH register will detail materials that could be hazardous to health and safe working procedures

15.2 At the Centre, and through befriending, the use of such materials other than in relation to maintenance is considered to be low risk, for example, cleaning operations. In general you would need just to read the label and use the correct personal protective equipment, if required, which is always available

15.3 Spills should be cleared and dried immediately

15.4 Large spills should be reported

## **16.0 STRESS MANAGEMENT**

16.1 Community Connections will do all it can to eliminate or reduce stress at work. In particular, it will:

- ensure strong involvement, support and supervision particularly during periods of change



- Give volunteers the opportunities to contribute to the planning and organisation of their own roles.
- ensure that volunteers have work targets that are reasonable
- Implement effective policies and procedures for dealing with bullying and any form of harassment.
- encourage good communications between all personnel
- promote the maintenance of a supportive culture
- take account of personal situations/problems away from the workplace
- Ensure personnel avoid working long and unsocial hours.

16.2 Personnel must report any stressful situations.

16.3 Personnel must be careful not to work in a way that could cause them or their colleagues to suffer stressful working conditions.

16.4 Personnel must avoid interpersonal conflict.

16.5 Personnel must not make unrealistic demands on colleagues by increasing workloads.

## **CENTRE VEHICLES**

18.1 Before attempting to transport a beneficiary in your car volunteers must satisfy themselves that their car is in a safe and roadworthy condition. Any faults or apparent potential hazards must be dealt with immediately. A visual check should be carried out to ensure that the vehicle is not obstructed before moving off.

18.2 Personnel must not drive any vehicle for which they do not hold the appropriate driving licence.

18.3 Personnel must not drive any vehicle recklessly or at a speed likely to cause danger to beneficiaries, their fellow employees, themselves or the general public.

18.4 Personnel must observe all speed restrictions, traffic controls, road signs, and parking restrictions.

18.5 Personnel must keep their vehicle in a clean and tidy condition.



18.6 Personnel must not carry unauthorised loads or passengers and must not overload their vehicle.

18.7 Any authorised driver proven to be in a intoxicated condition will be suspended immediately.

18.8 copies of volunteers' MOT certificate and drivers licence must be given to the coordinator as well as their car insurance which will **CLERALLY STATE** that the car is insured for **BUSINESS USE**.

18.9 Volunteers are not authorised to take a beneficiary in their car if they do not have the appropriate cover/ insurance.

**19.0** It is illegal to operate hand held mobile telephones or other device (including SAT NAVs) in both moving and stationary vehicles (with the engine running).

18.9 Under no circumstances should drivers operate these devices in a moving vehicle, if you receive a call, pull over to a safe place and answer the call.

## **19.0 FOOD AND GENERAL HYGIENE**

All food handlers are to hold the basic food hygiene certificate if they are involved with the preparation of food. Non food handlers will be given suitable training by certified persons on a needs when basis.

## **20.0 KEY CONTACTS**

In the case of emergency only, the following parties may be contacted:

Centre Director	Mark Walton	01600 710891
Project Manager	Miranda Thomason	01600 710895
Fire Brigade		999



Ambulance

999

HSE

0845 300 9923



# Equal Opportunity and Diversity policy.

## Introduction:

Community Connections aims to ensure that all activities both within and connected to the Bridges' centre are undertaken with the need of equal treatment and opportunities for all volunteers at the forefront of all decisions.

We also believe that diversity will make our project more effective in meeting the needs of volunteers, users and partners. This policy applies to every volunteer, beneficiary or person connected with Bridges and the Community Connections project, and the services that we provide.

The Equal Opportunities and Diversity policy underpins all other policies and procedures. All organisational policies, remuneration opportunities, hours of work, supervision, disciplinary or other procedures and benefits are designed to promote equal opportunities and protection of staff, volunteers and others.

Community Connections in line with Bridges' own policy will ensure that all activities are free from covert and overt discriminatory practices with regard to age, colour, creed, ethnicity, gender, nationality, mental status, race or sexual orientation and disability due to regard to the particular requirements of individuals, including those who may require support to undertake their role or learning.

The Equality Act (October 2010) states that:-

'The headings of **age, disability** (which includes mental health and people diagnosed as clinically obese)**race, religion or belief, sex, sexual orientation, gender orientation, gender reassignment** (people who are having or who have had a sex change, transvestites and transgender people) **marriage and civil partnership, and pregnancy and maternity** are known as '**protected characteristics**'



There are seven different types of discrimination:

1. **Direct Discrimination:** discrimination because of a protected characteristic.
2. **Associative discrimination:** direct discrimination against someone because they are associated with another person with a protected characteristic. (This includes carers of disabled people and elderly relatives, who can claim they were treated unfairly because of duties they had to carry out at home relating to their care work. It also covers discrimination against someone because, for example, their partner is from another country.)
3. **Indirect discrimination:** when you have a rule or policy that applies to everyone but disadvantages a person with a protected characteristic.
4. **Harassment:** behaviour deemed offensive by the recipient. Volunteers, beneficiaries or employees can claim they find something offensive even when it's not directed at them.
5. **Harassment by a third party:** Employers are potentially liable for harassment of staff or customers or volunteers by people they don't directly employ, such as a contractor.
6. **Victimisation:** Discrimination against someone because they made or supported a complaint under Equality Act Legislation.
7. **Discrimination by perception:** Direct discrimination against someone because others think they have a protected characteristic (even if they do not).

### **Implementing the policy:**

All Volunteers will be informed of the requirements of this policy and disciplinary measures will be enforced if there is evidence of any breach of the policy.

### **Equality and Diversity in Volunteering.**

Community Connections in line with Bridges is committed to providing equal opportunities in volunteering and demonstrating that we value the diversity of our work force. In order to ensure that equality underpins all aspects of our volunteering procedures and practices, we will:



- Do our best to ensure that we do not discriminate against any volunteer or potential volunteer. We will only consider factors relevant to somebody's ability to perform the required role. We will aim to meet any reasonable and appropriate additional needs they may have to enable them to volunteer.
- Aim to recruit a team of volunteers which is as diverse as the community we serve.
- Do everything necessary to provide an environment which is free from bullying, harassment, victimisation and discrimination and will act promptly on complaints of this sort.
- Provide a safe working environment which is accessible to all volunteers, users and partners.

### **Responsibility for implementation of this policy.**

The Centre Director has the lead responsibility for the implementing and monitoring this policy on behalf of Bridges, whilst the Project manager will be responsible for implementing and monitoring this policy on behalf of the Community Connections project. However, all members of staff, volunteers and beneficiaries have a responsibility to be aware of this policy and work within the guidance.

All volunteers will be informed of any changes in legislation regarding Equal Opportunities. An appeals procedure is in place should a volunteer or service user feel they have been unfairly treated.

### **Complaints procedure**

A complaint can be defined as '*an expression of dissatisfaction whether justified or not*'.

The complaint could be made in person, by telephone, by mail or email. Whatever method, it is important to remember that, whether or not the complaint seems unjustified or unfair to the person who receives it, the person complaining will not see his or her complaint as either unjustified or unfair. It is therefore very important that all complaints are treated with respect, listened to attentively and dealt with professionally. Complaints are a useful feedback in helping to improve customer service and



maintain the reputation of both Bridges and Community Connections as a caring organisation which seeks to serve the local community.

### **Complaints procedure – stage one**

- Thank the customer for bringing the matter to our attention
- Get all the facts. If the complainant is present, listen carefully, don't interrupt, and give the person time to calm down, if necessary. Try to put yourself in his/her position. If the complaint is received by mail or email, acknowledge it at once with thanks.
- Try to deal with the complaint immediately and correct the mistake. Get the complainant's agreement to the solution. Make detailed notes and send a copy to your Project coordinator.

### **Complaints procedure – stage two**

- If it is not possible to resolve the complaint immediately, then advise the complainant that you need to investigate the matter more thoroughly and that you will refer to the Project Coordinator immediately.
- Ask the complainant to complete the complaint form
- Gather as much information and /or consult other people. Make detailed notes of your findings and conversations and submit the complaint form and your notes to the Project Coordinator as a matter of urgency.
- Learn from the experience to prevent the same thing happening in future.





# **Bridges Community Centre**

## **POVA**

### **Policy and Procedures**

**February 2012**

Based on All Wales Policy and Procedures for the protection of Vulnerable Adults from Abuse.

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## **Annex A: Safeguarding contacts in Bridges**

## 1. Introduction.

This policy is based on a summary version of the *All Wales Policy and Procedures for the Protection of vulnerable Adults from Abuse*. This document is intended to guide the safeguarding work of all those concerned with the welfare of vulnerable adults employed in the Voluntary sector.

## 2. Values.

The values and rights below underpin the way vulnerable adults should be supported and cared for in whatever settings or places they live in or use:

- **Independence:** to think, act and make decisions, even when this involves a level of risk.
- **Dignity:** recognition that everyone is unique, with intrinsic value as a person.
- **Respect:** for a person's needs wishes, preferences, language, race religion and culture.
- **Equality:** the right of people to be treated no less favourably than others because of their age, gender, disability, sexual orientation, religion, class, culture, language, race, ethnic origin or other relevant distinctions.
- **Privacy:** the right of the individual to be left alone or undisturbed and free from intrusion or public attention in their affairs.
- **Choice:** the right to make choices, and to have the alternatives and information that enable choices to be made.

### ***Putting principles and values into place.***

- **Adult protection is everyone's concern.**
- All staff, and volunteers should understand the nature of abuse, how people might be at risk of harm and work to prevent it.
- When responding to referrals, the concern raised **must** be believed/ accepted without judgement.
- Staff and volunteers have a duty to report any concerns they have about the potential abuse of a vulnerable adult.
- Careful consideration and respect of vulnerable adults' wishes and preferences are essential to the adult protection process.

- Vulnerable adults with the capacity to understand abuse and risk of abuse have the right to refuse intervention even if this leaves them at risk of significant harm (e.g. somebody who may experience domestic violence but doesn't want to report their loved one/ partner), but those working in adult protection, may need to act to protect other vulnerable adults (e.g. an elderly mother who is living with them) from the same abuser.
- Vulnerable adults are entitled to the protection of the law and full access to all parts of the criminal justice system, in the same way as any other citizen.
- Vulnerable adults who are allegedly victims of abuse should have the highest priority for protection, assessment and support.
- Vulnerable adults have the right to full and timely information about their rights, services, what is being done on their behalf and why. This can be summarised as; nothing about us without us.
- Carers have the right to have their needs taken into account.
- Alleged perpetrators, including those who are carers, must have their rights taken into consideration.
- Alleged perpetrators who are also vulnerable adults have the right to be supported and to have an independent advocate if they wish.
- Staff, volunteers and managers in Bridges must work actively and proactively with each other, with other agencies, and with the vulnerable adult and their family or carers, to ensure protection and prevention.
- Bridges makes a commitment to work actively to ensure the Wales Adult Protection Policy and Procedures are integral to working practices and staff and volunteers' training.

### **3. Definitions**

#### **(a) Vulnerable Adult**

The Welsh Government's guidance 'In Safe Hands 2000' specifies that:

*"A vulnerable adult is a person over 18 years of age who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of himself or*

*herself, or unable to protect himself or herself against significant harm or serious exploitation”*

This also includes people who have a physical, mental or learning disability or who may lack the capacity to make specific decisions about their own wellbeing and treatment

## **(b) Abuse**

Abuse is defined as :

*“A violation of an individual’s human and civil rights by another person or persons which results in significant harm”*

(‘In Safe Hands 2000’)

Abuse may be:

- A single or repeated act,
- Multiple forms of abuse.
- An act of neglect
- A lack of appropriate action.
- An act of omission (failing to act) or neglect.
- The unintended consequences of a person’s actions.

Abuse can occur in any relationship and fundamentally in an abuse of trust, including failure to meet a duty of care.

## **4. Categories of Abuse.**

There are many ways in which a vulnerable person may be abused. It is not unusual for an abused adult to suffer more than one kind of abuse. Accordingly, the impact of abuse and its seriousness for the individual must be evaluated in every case.

There are five main categories of abuse

- Physical e.g. hitting, unreasonable physical restraint, hair pulling
- Sexual e.g. rape, actual or threatened sexual assault, inappropriate use of explicit sexual language which causes offence.
- Financial e.g. theft, misuse of money including state benefits, blocking access to assets

- Emotional or psychological verbal assault e.g. shouting, screaming, humiliation.
- Neglect/ acts of omission e.g. failure to assist in personal hygiene or the provision of food, shelter or clothing, failure to protect from health and safety hazards, restricting or preventing social contact with friends or relatives.

### **(a) Other forms of abuse**

More information with typical examples of each kind of neglect and indicators to look for can be found in the All Wales summary document and Annex C.

Other possible forms of abuse include:

- Self-neglect.
- Institutional abuse.
- Discrimination and hate crime.
- Abuse by a stranger.
- Domestic abuse.

When determining the categories of abuse that apply, the impact on the victim is the primary consideration, not whether or not the abuse is intentional, reckless or wilful.

## **5. Action by Bridges staff and volunteers.**

### **(a) Alert**

An alert refers to a concern, disclosure or suspicion that a vulnerable adult is being abused.

Consideration must be given to the perceived level of risk to the vulnerable adult and others and appropriate emergency action taken if necessary.

A *Concern* may be a suspicion or allegation of abuse. A concern may be what a person saw, heard or was told. The referrer does not need evidence of abuse. The expectation of this policy of anyone suspecting

abuse is if **in doubt report**. A *disclosure* is information about possible abuse received from a vulnerable adult or someone else on their behalf.

### **If the Vulnerable adult does not want the alert disclosed**

If the vulnerable adult does not want a member of staff or a volunteer to disclose, nevertheless staff and volunteers have an overriding duty to report to their manager but must also tell the vulnerable adult that they are doing so.

### **Role of the person raising the alert**

#### **Where alerts are referred:**

Alerts should be referred to Social services or to the police if a crime is suspected.

#### **Action on alert:**

Staff and volunteers must not delay reporting an alert. If their line manager is not available they must contact another manager or trustee in Bridges or contact Social Services or the police themselves if the situation calls for it.

#### **Immediate Action:**

Abuse may present itself as an acute situation demanding immediate action. A vulnerable adult may be in immediate physical danger or need urgent medical attention, or be suicidal. In this case, contact the police directly using a 999 call.

### **PROCEDURES**

#### **What to do if someone discloses to you or you discover abuse**

- You must ensure the care and safety of the alleged victim
- Do not promise to keep the information secret
- Listen carefully to the account without interrogating the Vulnerable Adult – only clarify the facts
- Note persons, places, and times referred to in the account given
- Write down as soon as possible exactly what the person said then sign and date it.
- Preserve any physical evidence
- If the perpetrator is also a Vulnerable Adult equal consideration will need to be given to their needs.

- Contact your manager who will inform the appropriate authority. If s/he is not available then contact Social Services Duty Desk

***It is essential to be sensitive as in cases of possible sexual abuse or situations where there is a danger of exposing the person to further immediate risk of abuse or injury.***

**What to do when an incident does not appear to require emergency procedure or there is insubstantial evidence of abuse or neglect.**

- Employees and volunteers should be sensitive to cultural, racial and other factors affecting families.
- Employees or volunteers observing any indicators of abuse should initially and sensitively seek an explanation. If the families are uncooperative the Volunteer should advise them that the manager will be informed.
- The manager should check out the volunteer's report tactfully with the individuals concerned. They should explain to the carer that any unsatisfactory explanation of the vulnerable adult's condition may be discussed with other professionals.
- Employees or volunteers uneasy about any explanation or noticing re-occurrence should share their concern with their manager. Unstable or changed situations should also be reported. Concerns should be recorded.
- If a vulnerable adult begins to disclose information about abuse, employees or volunteers should listen carefully without prompting or probing but having first explained the limitations imposed by the law and the Bridges confidentiality policy. The exact words should be recorded as soon as possible. ***It is not the role of employees or volunteers to investigate allegations or diagnose abuse.***
- Written records should be simple and factual. They should be written in ink within 24 hours, dated, signed and held confidentially and securely. Actions taken by employees or volunteers should also be recorded.
- If the manager finds cause for concern, s/he will contact the appropriate officer at Social Services or the police.

**(b)The Adult protection referral.**

A referral is the direct reporting of an allegation, concern or disclosure to a statutory organization (social services, police or health). It is a concern that is formally recorded on an adult

protection referral form – this is the start of the formal adult protection process.

**A referral should be made as soon as possible and in any case within one working day of the alert.**

The referral must highlight the perceived level; of risk to the vulnerable adult and others. The form should be completed as you are able with all details you are aware of included. Do not delay sending the referral form if you are unsure of anything e.g. age of person or details of GP.

## **6. Responsibilities.**

### **(a) Designated lead officers:**

The Centre Director is responsible for Safeguarding Vulnerable Adults. However the Befriending project manager and the Coordinator of Monmouth Social Circle can also be contacted for information and advice on issues regarding Protection of Vulnerable Adults.

## Stages and Timescales.

Stage	Activity	Timescale
<b>Stage 1</b> Initial alert (abuse alleged, disclosed, suspected)	Evaluate risk.  Make a decision  Take action  Make referral	<b>Take immediate/emergency            action if necessary.</b>  Referral to be completed within one working day.
<b>Stage 2</b>  Referral received	Referral received by social services, police, CSSIW (Care and Social Services Inspectorate Wales), or health.  Evaluate risk.	
<b>Stage 3</b>  Initial evaluation	Decide if the adult Protection procedures apply.	Initial evaluation on the day the referral is received

<p><b>Stage 4</b></p> <p>Strategy Discussion</p>	<p>Initial information gathering.</p> <p>Evaluate all risks</p> <p>Create and implement individual or general protection plans if risk identified.</p> <p><i>Police will decide if a criminal investigation is required.</i></p>	<p>Hold a discussion within two working days of alert.</p>
<p><b>Stage 5</b></p> <p>Strategy meeting</p>	<p>Evaluate risk and, in the context of risk assessment, decide if investigation needed or alternative action.</p> <p>Create and implement individual or general protection plans if risk is identified.</p>	<p>Within seven working days of the alert.</p>
<p><b>Stage 6</b></p> <p>Investigation</p>	<p>Investigation conducted, including further evaluation of risk.</p>	<p>Completed as soon as possible and within timescale agreed at strategy meeting.</p>
<p><b>Stage 7</b></p> <p>Further &amp; Final strategy meeting</p>	<p>Receive investigation report, agree actions,</p> <p>Review risk and formulate individual and general protection plan whenever</p>	<p>Within seven working days of completion of the investigation report.</p>

	necessary	
<b>Stage 8</b> Case conference	Feedback to alleged victim/advocate/family. Agree protection plan. Evaluate risk.	Within one week of final strategy meeting.

<b>Stage 9</b> Reviews	Reviews of individual protection plans and risk	Within six weeks of agreement of individual Protection Plan and thereafter as agreed.
<b>Stage 10</b> Closure	Adult protection work completed and adult protection file closed. Care management continues as necessary.	Once all risks resolved or agreement reached on the management of any continuing risks.
<b>NB: Working days exclude weekends and bank holidays</b>		

**Annex A: Safeguarding Contacts at Bridges.**

**Mark Walton – Centre Director.**

**Miranda Thomason – Community Connections befriending project  
Manager**

## Complaints policy and procedure.

### What is a complaint?

A complaint arises if in some way you are dissatisfied as a result of something we have done or failed to do, or as a result of the attitude of any member of our paid or voluntary staff.

### How to make a complaint

**STEP 1** - Please raise any written complaint first of all with your Co-ordinator. We want to deal with complaints as quickly as possible and most can be resolved on the spot. If your complaint is about the Co-ordinator you should begin at step 2.

**STEP 2** - If you are not satisfied with the Co-ordinator's response, or your complaint involves the Co-ordinator, you should contact the Project Manager. You can write to the manager or speak to her over the phone.

**STEP 3** - If you are not satisfied with the Project Manager's response or your complaint involves the Project Manager, you should contact the Director of Bridges Centre. You can write to him addressed to Bridges Centre.

At steps 1, 2 and 3 you will receive a full response within 10 working days, or if some matters require more detailed investigation, a timescale for a full response will be given to you.

All complaints will be thoroughly investigated. We will respect your confidentiality at all times.

### **IF YOU FEEL YOUR COMPLAINT HAS NOT BEEN SATISFACTORILY RESOLVED**

**STEP 4** - You have the right to appeal to the Bridges Trustees' Appeals Sub Committee, which consists of three members of the Trustees / Directors.

All appeals will receive either a full response or an acknowledgement giving a timescale for a full response within 10 working days.



You will be invited to attend the meeting of the Sub Committee and you may bring someone with you.



# Adverse Weather Policy

## INTRODUCTION

Community Connections recognises that adverse weather conditions can prevent volunteers from reaching their normal place of befriending.

Community Connections will ensure that the health and safety of its volunteers is not compromised and no volunteer will be required to attend if it is unsafe to do so.

## GENERAL

It is expected that volunteers will make every reasonable effort to reach their normal place of volunteering or an agreed alternative location, as many older people are relying on their visit. However, volunteers are not expected to, and should not, put themselves at risk.

Volunteers who live in remote areas are aware of the potential difficulties they may face during periods of adverse weather and should try and give plenty of notice that they will be unable to attend by contacting their coordinator .

It is recognised that there will inevitably be occasions when weather conditions are so severe that some volunteers in outlying areas will either be prevented from getting to their place of volunteering or will be late and/or need to leave early.

## APPLICATION

In all circumstances of inability to meet their beneficiaries or late arrival the volunteer must report the fact to his/her coordinator by 10am.



## Defining confidentiality.

As a Befriender you will be in a very privileged relationship with individuals and you will become a trusted listener, a friend and a support through your regular visit/ contact. It is likely that the person you are helping will tell you private and personal information. It is important that you respect this information and its private nature and keep it confidential. Community Connections has a confidentiality policy which can guide you.

### What is confidentiality?

Confidentiality means not sharing or passing on information about an individual to other parties. The only time you could do this is if the person gives you the authority to do so (i.e. with other professional agencies) or if the welfare of that person is at stake (i.e. abuse)

However, confidentiality is not the same as keeping secrets. At your regular support meetings with your coordinator, you will discuss your visits. If you are worried about anything or a particular situation or information that you have been told you must discuss this with your coordinator.

Befriending only works successfully if the person you are supporting trusts you and the success of every befriending relationship depends on maintaining confidentiality.

- Complete confidentiality will be maintained throughout the project. All beneficiaries will be made aware that any information they give to a befriender or the Project Manager/Coordinators may be shared within the project on a strictly 'need to know' basis.
- Volunteers will not pass any information about a beneficiary to any individual or agency outside of the project, without the beneficiaries' informed consent and the Project Managers' agreement.



- Reasonable care must be taken to ensure that conversations relating to beneficiaries cannot be overheard by visitors, other beneficiaries and anyone outside of the project.
- Personal information relating to individuals within the project, including staff, clients and volunteers, will be stored securely.
- Individuals will be made aware of what personal information is being held on them and will know how to access their own records.
- Personal information relating to beneficiaries and volunteers may only be processed with the express consent of the individual concerned.
- Volunteer supervision records will be kept and are confidential to the individual concerned, their coordinator and the Project Manager.
- Volunteers' home addresses, contact details etc. will not be disclosed to beneficiaries under any circumstances
- Any written records about beneficiaries or volunteers are the property of the project and should not be made available to any other agency without the Project Manager's prior consent.
- Confidentiality may only be breached in the following circumstances

Where there is a risk of serious harm to any individual

- Where a beneficiary is judged to be at risk of sexual, emotional or physical abuse
- When not acting on information would increase the risk of danger to an individual



The beneficiary will be informed of the need to breach confidentiality prior to it happening. In an emergency, where this is not possible, s/he will be informed of the breach at the earliest opportunity. Confidentiality must only be breached following discussion with the project manager.

- Unauthorized breaches of confidentiality are unacceptable and will be subject to disciplinary action.



## Policy on gifts.

Volunteers are not allowed to receive gifts or money of any kind which could in any way be interpreted as bribes or an attempt to bring influence or pressure to bear.

Under no circumstances can volunteers receive payments for their service from beneficiaries as a means of thanks.

However, small gifts for example, biscuits or chocolates at Christmas or special occasions could be acceptable. Each volunteer should declare such gifts, however small, to their Project coordinator.

If in any doubt whatsoever on this issue, the matter must be discussed with the Project coordinator or Project manager before acceptance of the item.



# Accident report form

## 1. Details of person involved in accident.

Name: .....

Address.....  
.....  
.....

Postcode .....

## 2. Details about person filling this report.

*If you do not have the accident but are filling the report, place your details below.*

Name:  
.....

Address:  
.....  
.....  
.....

Postcode: .....

## 2. Description of incident.

A) Give time and date when accident occurred

Date:\_\_\_/\_\_\_/\_\_\_\_ time .....

B) Give place of accident (room/area)

.....  
.....  
.....

C) Give details of how the accident occurred with cause if known

.....  
.....



.....  
.....

Give details of any injury suffered by person involved

.....  
.....

e) Sign and date this record before handing to the project manager.  
Please also write the date and the name of the person you handed  
this record to below.

**Signed:**

.....

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**Handed to**

.....

**Title**.....



# Volunteer expenses form



Name: .....

Address: .....

.....

.....

Contact Number: .....

<b>Number of journeys this month:</b>	
<b>Total months mileage:</b>	
<b>Total expenses claimed this month:(40p per mile)</b>	<b>£</b>
<b>Parking tickets/ public transport(please include receipts)</b>	<b>£</b>
<b>Total miles to date:</b>	
<b>Total</b>	<b>£</b>

Signed by volunteer : .....

Signed by Coordinator : .....

Date : .....

## What do I do if there's an emergency or if I'm worried about anything?

If you cannot get hold of the person you are befriending or you are worried that something may have happened - please follow the following steps.....

- ❖ Contact the Monmouth Office 01600 710895 or the Chepstow office 01291 630524
- ❖ If no member of staff is available in the office then contact your coordinator on their mobile:-  
**Heather:** 07531 289907  
**Tina:** 07583 184138  
**Karen:** 07583 183790

If you can't get hold of your coordinator then please phone Miranda (project Manager) on 07532183039

- ❖ Contact the named person / family member who may know what the situation is or be able to find out.

**In any emergency then please dial 999 directly then inform your coordinator.**

