

NEWHAM'S VOLUNTEERS VOLUNTEER INDUCTION

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Welcome to your Volunteer Induction. The aim for this Induction is to inform you about your role as a volunteer, the expectations, the policies and procedures that go along with it. There is also a Code of Conduct which all volunteers must agree to.

INTRODUCTION

1. LONDON BOROUGH OF NEWHAM (LBN)

Newham's Volunteers Programme is a Newham Council initiative.

2. NEWHAM'S VOLUNTEERS PROGRAMME

Started in 2004, our programme caters for anyone over 16+ years of age. Annually, we have around 700 active volunteers per year giving up an average of 25,000+ hours of volunteering per year over 300 different opportunities. We also won the 'Queens Jubilee Volunteering Award in 2012'.

BENEFITS OF VOLUNTEERING

- You will make a difference!
- You serve a just/worthwhile cause
- You get an opportunity to help your local community
- You meet a diverse group of people and make new friends
- You will get the experience you require
- You will be able try out new things
- You will be part of a network that gives you access to other organisations
- You will get support for college/universities/employment
- You will get lots of different rewards and incentives

WORKING IN TEAMS

We believe in working together with other volunteers/staff/partners to ensure good team work is being delivered. Here is a list of qualities that makes a good team:

1. Well Lead
2. Coordinated
3. Responsive
4. Respectful of others
5. Gets the job done

VOLUNTEER DEVELOPMENT

We believe in developing our Volunteers by offering other platforms/opportunities that can support and match your ambitions.

- Training opportunities - We always endeavour to provide free training to volunteers so we can help you with your personal development
- We work with many partners whom you will have access to and can further develop working relationships with. For example, apply for jobs, go into other volunteer roles or get access to new opportunities.

BOOKING ONTO OPPORTUNITIES

To book onto opportunities, you will need to log into our Online Volunteer System, Kinetic.

After you book onto an opportunity, you will receive a confirmation which has all the information you need to carry out your role. The confirmation will have details such as venue details, contact person number, directions etc.

ATTENDANCE AND PUNCTUALITY

We expect volunteers to turn up to the opportunities they have booked onto and to arrive on time. We understand emergencies happen, so in cases like this please contact the volunteer's team to inform them that you are running late or can no longer attend.

TRAVEL AND REFRESHMENTS

We always recommend you travel using the cheapest mode of transport where possible. So if you can walk to your volunteering role, then we would encourage you to walk. However, in most cases where you will need to use public transport please ensure you use a registered Oyster card. You can claim up to £5 per volunteering day for which you will need to provide your Oyster card statement from the TFL website, or bank statement if you are using your contactless card.

The majority of the time, refreshments are provided, but in the case it isn't, we advise you to buy something up to £5 and claim it back. Please ensure you keep your receipts, as without this, you will not be able to claim anything back.

OTHER POLICIES

We risk assess all our volunteer roles and check health and safety documents. Your safety is paramount to us.

DBS Checks will only be carried out, if it is required for the role you have been put forward for. DBS checks are only carried out for roles where you will be working on 1-2-1 basis with a vulnerable adult or a young person under 18.

SAFEGUARDING

Key Safeguarding Themes

Duty of care: You need to remember even as a volunteer, you will be treated as if you are a member of staff, therefore, you have a responsibility to those who you come in contact with.

Positions of trust: It's important to know that in your role, you are in a position of trust and cannot abuse this as you must always be positive role models.

Organisational safeguarding policy and procedures: We have a policy which can be made available. There are legal obligations around working with young children and vulnerable adults.

Safeguarding standards – for info:

- 1) You are a role model.
- 2) You must report if you have any concerns.

3) Whistle blowing, you should feel free to come to one of your team and report.

WELCOME TO THE TEAM

We would like to take this opportunity to welcome you to our volunteer programme and we personally look forward to meeting you at one of the many opportunities we have on offer.

Your contribution makes a real difference to local organisations and the local community, so thank you for joining us. We have no doubt you will have an amazing 'volunteering journey!'

CONTACT INFORMATION

Email: volunteers@newham.gov.uk

Website: <https://volunteers.newham.gov.uk>

Contact Numbers: Alison Mitchell: 0203 373 3216

Robyn Oliver: 0203 373 8707

Your induction is now complete. Please see the code of conduct below. Carefully read it and email us to confirm that you have read and understood the code of conduct and that you agree to its' terms

VOLUNTEER CODE OF PRACTICE

Introduction

Newham's Volunteers is based on best practice in volunteering. Newham Council wants to create a high quality, skilled database of people to volunteer for a range of activities and events. It is important that those volunteers represent Newham well, and enjoy their experiences. This Code of Practice outlines what is expected of anybody acting as a volunteer for Newham's Volunteers, and what they can expect in return.

Newham's Volunteers is based on agreement between individual volunteers, and event and activity organisers. This Code of Practice establishes a set of standards designed to help all to understand the requirements of the voluntary activity, the event organisers, and the volunteers. As a general principle, volunteers should be clear about what they are doing and when, and this should be agreed in advance. However, where possible and reasonable, volunteers should also be flexible, and support event and activity organisers where they can.

The Code of Practice **does not** indicate a contractual relationship between volunteers and Newham Council.

The following standards will apply at all times.

Newham's Volunteers Can Expect:

- Clarity with regard to their volunteering activities, including attendance times, location, dress, breaks and travel and subsistence arrangements
- Appropriate training for their volunteer role
- Appropriate supervision, with a named contact person at each event or activity
- Volunteering in a healthy and safe environment
- Equality of opportunity

- Reimbursement of out-of-pocket expenses

Whilst representing Newham's Volunteers

You Must:

- Behave according to Newham's Volunteers Code of Practice and abide by all relevant policies and procedures at all times when volunteering for Newham's Volunteers
- Undertake volunteering activities as agreed with the event and activity organiser
- Attend appropriate training as agreed
- Wear appropriate uniform provided
- Take responsibility for your own health and safety, reporting any concerns to the identified supervisor.
- Contact the identified supervisor should any problems in observing this Code of Practice arise

You Must Not:

- Take or be under the influence of drugs or drink
- Smoke, except during agreed break times, in a designated smoking area
- Take any risks with your personal safety, or the safety of others.
- Engage or intervene in any public order offences or criminal activities
- Use offensive language, or make inappropriate jokes or remarks

This list is by no means exhaustive

Photo / Video / Film Release Form:

This form gives consent for Newham Council to use a picture and / or video or film footage of the person named below for informational and / or publicity purposes. If you feel that you do not wish to be filmed or photographed at any event or activity in the future, you can express that before any photos / films / videos are taken.

T-Shirts:

You will be provided with a t-shirt on your first volunteering role that requires one. Please contact a staff member to make arrangements for collection. The t-shirt must only be worn when you are volunteering for a role with Newham Council.

Lone Working/Home Working

The nature of much of Newham's Volunteers activities means that volunteers will sometimes volunteer in situations, alone and isolated from direct support and assistance. This factor alone does not necessarily mean that there is an increased risk to volunteer's health and safety, but nevertheless, there are a number of actions that

should be taken into consideration to maximise the health and safety of the volunteers whilst they are volunteering alone

Within this document, 'lone working' refers to situations where volunteers in the course of their duties volunteer alone in the community, in the homes of service users or in their own home. They might on occasion be physically isolated from colleagues, and without access to immediate assistance.

Newham council has a commitment to support both staff and volunteers in establishing and maintaining safe working practices. The following relates to recognising and reducing risk:

- A commitment to the provision of appropriate support for volunteers
- A clear understanding of responsibilities
- The priority placed on the safety of the individual
- A commitment to providing appropriate training for volunteers

Mandatory procedures:

- At each volunteering opportunity, make sure you know who your contact person is - in this case it will be a volunteer coordinator.
- If you have any concerns in terms of volunteering alone, you should always express these concerns to a volunteer coordinator.
- You will be provided with a telephone number which you should contact at the start of your visit and when you have finished your visit. If you have started your visit and we don't hear from you, a volunteer coordinator or staff will come out immediately.
- Always ensure that you have the team mobile phone number and if you are in any difficulty, leave a missed call on his/her phone. They will respond immediately.
- Avoid getting in to conflict with members of the general public. If you are dealing with a member of the general public that is confrontational inform a volunteer coordinator and they will deal with it. PLEASE WALK AWAY FROM A SITUATION IN WHICH YOU FEEL THREATENED AND ALWAYS INFORM A STAFF MEMBER
- Volunteers should always indicate if they need assistance to get home from a meeting and particularly if they are concerned about their safety. We will then arrange an appropriate method of transport.
- Please remember that health and safety is everyone's responsibility and you have a duty of care to protect yourself. Please do not put yourself unnecessarily into any danger and try to follow these simple rules particularly when you are volunteering alone
- Staff will assess the risks attached to the participants and the venues. Volunteers will only be matched with a participant with a no risk history.

Confidentiality policy

Newham Council recognises that volunteers will gain access to information about individuals and organisations during the course of volunteering or activities. In most cases, such information will not be stated as confidential. However, confidentiality is to be observed at all times with regard to any information held by the Newham's Volunteers.

Volunteers are permitted to share information with members of staff in order to discuss issues and seek advice.

Volunteers shall avoid exchanging personal information or comments (gossip) about individuals with whom they have a professional relationship. It is not appropriate to discuss personal information relating to any individual or to engage in any act which may be construed as in any way discriminatory.

Volunteers shall not discuss organisations or individuals connected with Newham's Volunteers outside of working hours.

Volunteers will not disclose to anyone, other than Newham's Volunteers staff members, any information considered sensitive, such as personal, financial or private data, without the knowledge or consent of the individual.

There may on occasion be instances, where volunteers wish to discuss complex or difficult situations with each other to help decide how to approach a problem. Newham's Volunteers' consent must be sought before discussing the situation. Alternatively, a discussion may take place with names or identifying information remaining confidential.

Where there is a legal duty upon Newham's Volunteers to disclose information, the person to whom such confidentiality is owed will be informed that disclosure has or will be made and any material to be produced will be disclosed to the individual in accordance with principles of English Law.

Why information is held

Newham's Volunteers holds information about volunteers to enable us to keep volunteers informed of the activities on the programme.

Newham's Volunteers has a role in coordinating volunteers in a variety of activities. Information about volunteers is given to event organisers, but is disclosed to no one else.

Information about students is given to the training organisation and the college only.

Information about ethnicity and disability of users is kept for the purposes of monitoring our equal opportunities policy.

The volunteer has the right to request deletion and/or destruction of any records concerning them. Such a request must be made in writing.

No information will be forwarded by Newham's Volunteers to other event organisers or community organisations without the prior consent of the individual concerned.

Once you have read and understood all of the above information you should sign the email to confirm and return it to us at

volunteers@newham.gov.uk

