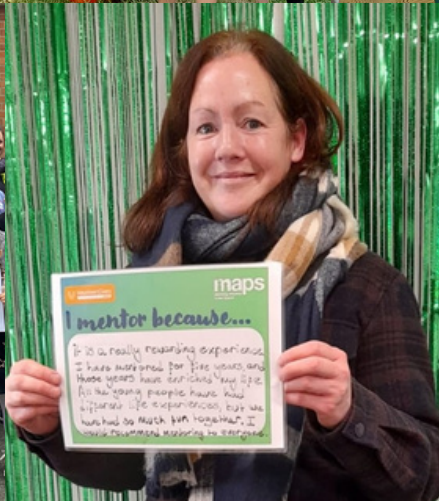


Volunteer Handbook

Building better lives through volunteering



Volunteer Centre

Sutton

Registered charity: 1048978

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Anita Maullin
CEO, Volunteer Centre
Sutton

Welcome to Volunteer Centre Sutton

Hello!

My name's Anita and I'm delighted to welcome you to Volunteer Centre Sutton.

I've got the pleasure of leading Volunteer Centre Sutton and I'm thrilled at all our amazing volunteers who come forward to help in so many ways.

Volunteers and volunteering are central to our vision – building better lives through volunteering – and it is your time, dedication and passion that you all bring, which make it possible for us to do this. You make a huge difference to what we can do and the quality of services we can provide. We couldn't do it without you!

We want to make sure that you have a great experience as a volunteer for Volunteer Centre Sutton, and that volunteering helps build a better life for you too.

We also want to make sure that those who give up their time to support our work feel valued, useful and proud to be part of Volunteer Centre Sutton.

And we're so proud of our volunteers, and of the impact volunteering makes on recipients of our services, volunteers themselves, and the wider community at large.

This handbook contains important and useful information about volunteering with us. Please read through and keep it somewhere safe to refer to when needed. Thank you once again for deciding to make a difference.

If you have any questions, please feel free to contact me or your Volunteer Coordinator.

Once again, welcome and thank you!

Anita

CEO, Volunteer
Centre Sutton

What We Do:

The Difference You Help Us Make



Our charity vision is “Building better lives through volunteering”, and this is central to everything we do at Volunteer Centre Sutton.

Whether we are supporting volunteers and voluntary organisations, residents and communities or children and young people, we are building better lives through volunteering, and it is YOU, our volunteers, who make this possible.

We’re committed to leading by example with all our projects and to demonstrate the impact that great volunteering teams can have on our community in Sutton.

Our volunteers participate in a wide range of projects managed by the team at Volunteer Centre Sutton. You can find out more about the breadth of our work on pages 6 and 7.



Our Vision: Building better lives through volunteering.



Our Mission: Harnessing the power of volunteering to strengthen communities and create positive change.



Our Values:

Inclusivity - Ensuring volunteering is open to everyone!

Agility - Responding to community need!

Supporting Change - Improving the community we live in!



Volunteer Centre Sutton is the first port of call for anyone looking to volunteer in Sutton.

Through our extensive network of organisations working with volunteers, we can help residents find their perfect role based on their skills, interests and availability.

Supporting Volunteers and Voluntary Organisations



We are supported by a team of Volunteer Advisors who meet with residents to help them get into volunteering.

Our volunteers also support us year-round at outreach events with organisations and the general public.

We also help young people to volunteer through our Young Commissioners project.

[Click here to find out more at vcsutton.org.uk/projects](https://vcsutton.org.uk/projects)



Who Do We Support?

Supporting Communities



We run several projects designed to **welcome and support newly arrived residents in Sutton**. Our recent projects include supporting the Ukraine and Afghan communities. Weekly activities support the Ukrainian community through wellbeing, sport and creativity. Our volunteer roles include buddying and supporting group activities.

Supporting Residents



Sutton Befrienders aims to reduce social isolation and loneliness for people living in the London Borough of Sutton. Our volunteer Befrienders provide one-to-one support, as well as supporting group activities. We also support local residents with health and wellbeing, access to benefits and a handy-person service.

Supporting Children and Young People



We support young people in a range of ways. MAPS is our award-winning mentoring programme supporting children and young people facing challenging and complex life circumstances. Additionally our Young Commissioner work engages young people in Sutton and gives them a 'voice' in the local community.

[Click here to find out more at vcsutton.org.uk/projects](https://vcsutton.org.uk/projects)

Our Volunteer

Promise



We will:

- 1** Introduce you to how the organisation works, your role within it and provide a thorough induction and training process that will enable you to fulfil your role.
- 2** Create a safe and welcoming environment, in line with our policies and procedures.
- 3** Assign you a dedicated Volunteer Coordinator or practitioner to meet with you regularly and offer guidance, assistance and constructive feedback if needed.
- 4** Provide adequate insurance cover whilst you undertake voluntary work approved and authorised by us.
- 5** Try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us and discuss the issues in accordance with our procedures.
- 6** Respect your skills and experience and recognise your contribution to the organisation.
- 7** Welcome comments and suggestions regarding ways in which we might improve what we do and provide a point of contact if you have issues or concerns.
- 8** Create an environment where you feel comfortable to decline or change your mind about volunteering, without any pressure.
- 9** Equip you with any relevant resources and equipment.
- 10** Reimburse you for agreed out of pocket expenses incurred.
- 11** Provide opportunities to socialise and meet other volunteers supporting Volunteer Centre Sutton.

You will:

- 1** Champion the vision, mission and values of Volunteer Centre Sutton and be our representatives in the local community, letting people know about our work and services.
- 2** Follow the expectations outlined in the volunteer role description, handbook and related documents.
- 3** Complete induction and training sessions and adhere to relevant policies and procedures.
- 4** Be aware of your own health and safety and of that of others, reporting any accidents, hazards or incidents including any safeguarding observations and concerns.
- 5** Maintain the confidentiality of the organisation and of its service users, staff and volunteers.
- 6** Give the best of your skills and abilities and be accountable for your actions and accept constructive feedback, at all times.
- 7** Collaborate positively with staff, volunteers and clients.
- 8** Never overwork yourself. Always remember you can do as little or as much work as you feel able to do.
- 9** Inform your assigned Volunteer Coordinator if you have any medical conditions, support needs or allergies that you think would be beneficial for us to know. The team will make any reasonable adjustments which you may need to fulfil your role.
- 10** If required, provide referees as agreed who may be contacted, and to agree to a DBS police check being carried out where necessary.
- 11** Not to volunteer whilst under the influence of alcohol or drugs, (other than prescription or over the counter medication, as directed).
- 12** Ensure all your paperwork, such as expenses and call logs are returned to your coordinator within agreed timeframes.



When You Start



We are committed to offering you clear and structured guidance, that will ensure your time with us is fulfilling and that you feel supported and confident in your role.

Depending on your role, the contents of your induction pack will differ, but **as a minimum you will receive either online or can request a hard copy.**

Documentation to read:

- Volunteer Centre Sutton Volunteer Handbook
- Role-specific information
- Safeguarding guidance
- Volunteer Expenses guidance



Volunteer Centre Sutton procedures that you can request at any time by asking your Volunteer Coordinator:

- Volunteer Policy
- Health & Safety Policy
- Safeguarding Children Policy
- Safeguarding Adults at Risk Policy
- Data Protection & Confidentiality Policy
- Equal Opportunities & Inclusion Policy
- Complaints, Suggestions & Feedback
- Privacy Statement
- Harassment & Bullying Policy
- Lone Working Policy
- Whistleblowing Policy

When You Start



While you are volunteering with us, we need you to be aware and follow our policies and procedures. This is to ensure that your volunteering experience is safe, legal and that the residents supported are also protected. If you have any questions, please feel free to speak to your Volunteer Coordinator.

Volunteer Training We believe that training is an essential part of volunteering, in order to keep you informed of new developments and equip you for your role. During your training we will also provide an overview of our organisation, policies and procedures and who to go to if you have concerns or questions. Training may take the form of online or face-to-face sessions, guidelines or peer-to-peer coaching and shadowing. In addition to role-specific training, you may be required to watch online training modules. You may be asked to complete refresher training to make sure you are up to date with the latest policies and procedures. You will be asked to ensure all training is complete prior to starting your volunteer role.

The Volunteer Agreement is not a contract, but a promise between Volunteer Centre Sutton and yourself to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one. The agreement sets out mutual expectations and the responsibilities that you agree to during your volunteer placement. You will need to confirm that you have read the Volunteer Agreement as part of your application form.

Site-specific Induction If your volunteering role regularly takes place on a specific site (for example, our office at Volunteer Centre Sutton), you will be given a site induction to cover any health and safety policies and procedures, as well as be introduced to Volunteer Centre Sutton team members.



Your Volunteer

Journey

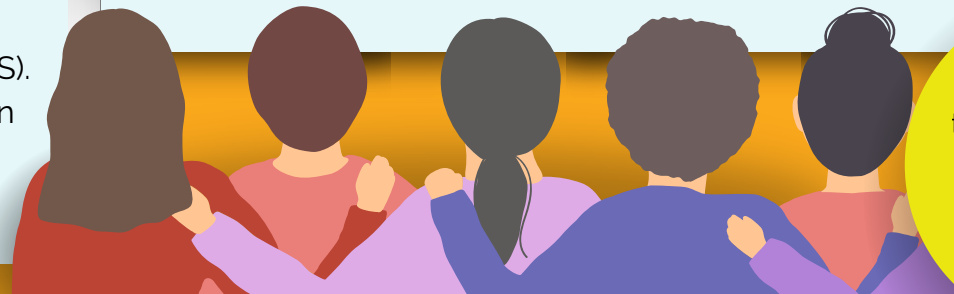
Time Commitment We recognise that as a volunteer you have offered your time freely. While your role is voluntary, it is important that we can rely on you and that our residents are supported. We will ask you what your availability is when you first get involved and you can keep us updated if this changes. If you are unable to attend on a certain day, or an expected event may prevent you from attending, please inform your Volunteer Coordinator as soon as possible so that alternative arrangements can be made.



Supporting You Your Volunteer Coordinator will oversee your volunteer experience

and will be someone you will have regular access to if problems arise or when help and support is needed. Due to the nature of the projects at Volunteer Centre Sutton, every volunteer role will require a different level or supervision and this information will be outlined in your project-specific information. Volunteer Centre Sutton has a person-centred approach, and we want to help you identify any barriers to volunteering. If you have specific training needs, or a disability that requires additional support for you to carry out your role, please speak to your Volunteer Coordinator. We also have staff who are trained as Mental Health Champions so as a volunteer, if you feel you need help around mental health concerns, discuss this with your Volunteer Coordinator who will arrange additional support. Our HR provider Peninsula offers confidential health and wellbeing support to staff and volunteers. You can call 0800 051 3685 who offer telephone advice, face to face counselling or tools to support you.

Volunteer Expenses Volunteer Centre Sutton will reimburse reasonable out-of-pocket expenses relating to the roles we have agreed you will carry out on our behalf. Expenses should be claimed once a month and volunteer expenses older than three months will not be processed. All claim forms must be signed and dated by the volunteer and Volunteer Coordinator before payment is received. For all volunteer expenses, except mileage, please upload a valid receipt making sure that all the information on the receipts is clear and visible. Volunteer Centre Sutton reimburses by bank transfer (BACS). For further information, please refer to our Volunteer Centre Sutton Expenses Policy and if you are unsure if you have completed this form, please speak to your Volunteer Coordinator.



0800 051 3685
telephone advice,
face to face
counselling or
support tools

Leaving Us



Taking a Break If you would like a break from volunteering due to unexpected life commitments, a recent bereavement or for your own mental health, we completely understand. Due to the nature of the residents that we support, we need to make sure that they have continuity, so please let us know as soon as possible. We shall keep in touch to keep you updated.

GOODBYE!

Saying Goodbye If you feel it is time to move on, please let your Volunteer Coordinator know as soon as possible. In addition to returning any resources or equipment provided, we will send you a short questionnaire, as we really value your honest feedback and your thoughtful suggestions. We need to know where we need to improve and equally, we want to know what we are doing well. This will allow us to continue to improve how we support our volunteers and review our processes, policies, procedures, and training.

Saying Thank You It is important that you feel valued for your hard work and contribution and realise the impact that you have made on the project and wider community. We show our appreciation by saying thank you and will recognise contributions and achievements regularly in our monthly newsletters and emails, certificates and Volunteers' Week. To thank you for your support, your Volunteer Coordinator can provide a reference to acknowledge your volunteer role at Volunteer Centre Sutton and your contribution. Please feel free to ask your Volunteer Coordinator at your exit interview.

Insurance



Insurance All activities carried out by Volunteer Centre Sutton volunteers are fully covered under our public liability insurance, and any accidents that cause injury to third parties or damage to their property.

Car Insurance Unfortunately, Volunteer Centre Sutton does not provide car insurance and will not be liable for loss of no claim's bonus, excess payment or any costs towards the vehicle, or vehicles involved. We advise that volunteers who use their car for other activities associated with Volunteer Centre Sutton to follow the steps here:



Steps to Follow:



1

Ensure that you are registered as a driver and have original driving licence , valid MOT certificate and current insurance certificate.

2

Notify your insurance company that you are a volunteer driver; this should not increase insurance costs but if you have a problem with this, please contact your volunteer coordinator.

3

Ensure that your cover is continuous and provide Volunteer Centre Sutton with documents to ensure compliance.

Safeguarding

Safeguarding We strive to create a safe environment for children and vulnerable adults, and it is essential that you are familiar with our safeguarding policy and procedures, and clear on what to do in the case of any safeguarding concerns. Further information can be found in our Safeguarding Adults and Safeguarding Children policy.

Lone Working While volunteering for Volunteer Centre Sutton, you may be required to work alone, visit a resident's home or meet in a designated location with a young person or vulnerable adult. We have processes in place to protect you from risk and to ensure your safety. Please familiarise yourself with our Lone Working and Safeguarding Procedures, which are available through your Volunteer Coordinator.



Safeguarding Lead
02086615900



Anita Maullin,
Designated
Safeguarding Officer
07939 845 137



If there is
immediate
risk call
999



Duty Social Worker
**020 8770 6001 /
020 8770 6770**

Out of Hours
020 8770 5000

Reporting a safeguarding concern If you reasonably believe a situation where danger to the health and safety of a child or vulnerable person might occur, is occurring or is likely to occur in the future, it is your responsibility to report it. Do not delay and tell your volunteer coordinator, as an early referral gives more time to protect the individual and can prevent the situation from escalating. If for any reason you are unable to contact them, the next points of contact are our **Safeguarding Lead on 020 8661 5900** or Volunteer Centre Sutton Chief Executive Officer - **Anita Maullin 07939 845 137, our Designated Safeguarding Officer**

if you are unable to contact us and there is immediate risk call **999** or the duty social worker - **020 8770 6001 (Children and Young People) / 020 8770 6770 (Adults)** or out of hours (after 5pm) **020 8770 5000**. Don't forget to follow up with your Volunteer Coordinator. Your Volunteer Coordinator will liaise with the Volunteer Centre Sutton Designated Safeguarding Officer and the Children's First Contact Service will be involved. Once you have shared the information, your job is done. Volunteer Centre Sutton will manage the disclosure appropriately in line with the London Borough of Sutton Safeguarding procedures. Your Volunteer Coordinator will advise you if there is anything you need to do.

REPORT

Disclosing Information

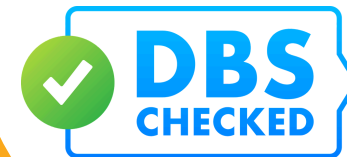
Disclosure & Barring Service (DBS) The majority of projects across Volunteer Centre Sutton work and support children and adults who are legally classified as vulnerable. Depending on your role, you might be asked to complete a DBS check in which you will be asked to declare if you have any unspent convictions, cautions, reprimands and warnings. All disclosures will be confidential between you and your Volunteer Coordinator. There is no charge for a DBS check for volunteers and each volunteer role description will clearly state when this check is required. Further information can be found in our Disclosure and Barring Service Policy.



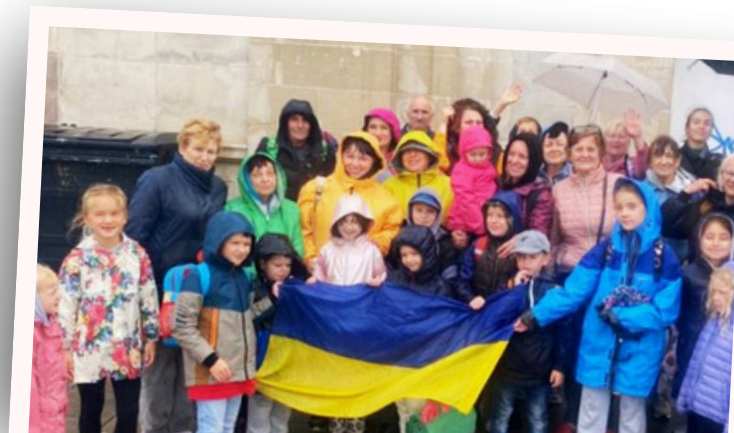
If you would like to disclose something If you would like to disclose a safeguarding concern that involves you personally or someone that you know, we encourage you to talk to your Volunteer Coordinator. Our team will offer support and talk you through next steps. We can help to signpost you to other services if needed. If you have a concern about the Volunteer Centre Sutton or any member of our staff or volunteers, you should contact LBS directly, Local Authority Designated Officer (LADO).

LADO
lado@sutton.gov.uk
(secure)

LADO phone number
020 8770 4776



Pass your concerns to the **Local Authority Designated officer (LADO)** at London Borough of Sutton



Our Policies

Data Protection & Confidentiality Policy

Volunteer Centre Sutton has a very high regard for confidentiality. During your time volunteering with us, we ask you to respect the confidentiality and information about our service users, volunteers and staff members. Prior to your induction, you will be asked to sign a confidentiality declaration agreement. Unless signed off by your Volunteer Coordinator, please don't share personal details or information about service users. We securely hold all your personal data, and it will not be shared without your permission, except in circumstances of safety or safety of someone else. We only share details with agreed third parties to enable us to undertake our roles in the local community. If your personal data changes at any point while you volunteer with us, please inform your Volunteer Coordinator. For details on how and why we hold your data, please take a look at our Data Protection and Confidentiality Policy and the privacy statement on our website.



Equality, Diversity and Inclusion At Volunteer Centre Sutton, it is our ambition that all volunteering opportunities across Sutton promote equality and diversity in every-day practices, policies and procedures and that volunteers feel welcomed and supported in their role. We also seek to lead by example, promoting knowledge and skills around growing our very own diverse volunteer team. We strive to make our volunteering activities as accessible and inclusive as possible and free from discrimination, harassment and bullying. We are actively taking steps to engage with broader representation from the communities that live by and make use of Volunteer Centre Sutton. Further information can be found in our Equality and Diversity Policy.



Health and Safety

1 Any accident or incident must be reported as soon as possible to your Volunteer Coordinator and a detailed record will be kept.



Health & Safety Policy To ensure your health, safety and wellbeing, all of our activities have been risked assessed and you will receive role-specific information, training and guidance to help you work safely while volunteering with us. We ask that you understand and accept your personal responsibility towards promoting and maintaining health and safety and maintaining a safe working environment for all. Further information can be found in our Health & Safety Policy.

2 Never do anything that could endanger yourself, a member of the public or service user.

Stay Safe!

3 Ensure that you are aware of and follow all the health and safety procedures for the premises that you work at. Please make sure you keep any money or valuables with you while volunteering. Volunteer Centre Sutton cannot accept any liability for damage to, loss of or theft of personal property.



Working Through Difficulties



Complaints, Comments and Suggestions Throughout your time volunteering with Volunteer Centre Sutton, you should be treated with fairness, respect and appreciation. We recognise, however, that there are times when challenges and issues may arise. If you have a complaint or grievance about the behaviour of a Volunteer Coordinator, volunteer, service user, or trustee, we encourage you to follow our complaints, comments and suggestions policy procedure. We ensure that your feedback will be acknowledged, and we will support you in resolving your concern. If a concern is raised with us about any aspect of your conduct or actions as a volunteer, we will follow our procedure with the aim of identifying goals that will help you fulfil your role, and to offer extra support, supervision, and training where necessary. Further information can be found in our Complaints, Comments and Suggestions Policy.

Whistleblowing "Whistleblowing" is when someone raises a serious concern about an aspect of their organisation. If you see an issue or concern, you should feel empowered to report the problem without fear or reprisal. For further information on the process, please look at our Whistleblowing policy.

Remember,

Your **Volunteer Coordinator** is your **first port of call for support and information** while you're volunteering with us.

You can **always** go to them with any questions, problems or issues you might have.

My Volunteer Coordinator is

Phone Number

Email

My Training Notes



A series of horizontal lines for writing, starting from the top of the page and extending down to the bottom, providing a space for notes or text.

Find Us

Volunteer Centre Sutton
3rd Floor, Carew House,
Railway Approach,
Wallington SM6 0DX



Find us
using this
Google
Map's link!



Social

Media Links

Click the icons
below to take you to
our Instagram and
Facebook pages!



Contact Us

020 8661 5900



hello@vcsutton.org.uk



Thank You!



[Back to contents page](#)



Volunteer Centre
Sutton

Volunteer Centre Sutton is the operational name of Sutton Borough
Volunteer Bureau - Company type: Charitable Incorporated
Organisation - Company number: CEO19319 - Charity number: 1048978