

# the brunswick centre

## Volunteers Handbook



Hello and thank you for your interest in the Brunswick Centre.

We have put together this handbook for anyone interested in becoming a volunteer, or already involved in volunteering for us.

When you volunteer with us, we have responsibilities to you. This handbook is part of our **commitment to our volunteers** which we detail throughout this handbook. We appreciate that there is a great deal of information included in this handbook, and you may feel some of it is not relevant to you. However, due to the fact that there are a range of volunteering opportunities with varying degrees of commitment required, we need to address all areas.

There are various ways for volunteers to add value to our service, from volunteering to help with short term projects like Pride events, making up condom packs or litter picking. For example, you may volunteer for us on a weekly basis as part of our yOUTH project, or you may help on an as-and-when basis for a specific event. Whatever your level of involvement, we provide you with this handbook full of information to help you. We hope that you find it useful and informative and if you have any questions, please do not hesitate to contact us.

We regard volunteering as a two-way relationship and will try to enhance your volunteering experience by providing opportunities, when possible, for you to learn new skills, improve your knowledge and give something back to your communities.

We appreciate the contributions of all our volunteers and are extremely grateful to those who give up their time to help us.

This handbook has been designed to help you understand the role and responsibilities of being a volunteer at the Brunswick Centre. It outlines what to expect from us and how to make the most of a volunteering opportunity.

If you have any feedback on this handbook or you think we need to include further information, please let us know.

John Mckernaghan  
Chief Officer

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## **About Us**

The Brunswick Centre provides a number of community-based services across Calderdale & Kirklees. We are a registered charity and a company limited by guarantee.

## **Our Mission Statement**

The Brunswick Centre enables people from the communities we serve to make informed choices, build healthier relationships and live positive lives free of stigma.

## **Our Values and Principles**

**Social Justice:** We are committed to challenging oppression and social inequality on a range of levels, including personal, cultural and institutional.

**Equality:** We value and take account of differences in our engagement with individuals and community groups and work in a way that promotes, encourages and supports everyone to reach their full potential.

**Professional Boundaries:** We will maintain professional boundaries with all stakeholders.

**Holistic:** We are passionate about taking an approach that acknowledges the importance of the whole person and engaging on a number of different levels including physical, emotional, mental and spiritual.

**Sustainability:** We are committed to the effective use of financial and environmental resources to support long-term financial and ecological balance through recycling (wherever possible), efficiency savings and ensuring social value.

**Quality:** We strive for excellence through a continual approach to service evaluation and improvement.

## **Our Organisation**

We have a number of services:

- HIV Services (Prevention and Support)
- LGBT Young People's Services (yOUTH service)
- Counselling Service
- Smoking Cessation Service
- Training Service

## **HIV Prevention**

We target interventions at communities most at risk of HIV.

This includes gay and bisexual men, men who have sex with men who may not identify as gay or bisexual, Black African and other communities at increased risk including those working in the sex industry, substance users and people now living in the UK originally from countries with a high prevalence of HIV.

We aim to inform, empower and give support to individuals from these at-risk communities in order to prevent HIV transmission. We use a community development model and individuals are encouraged

to be actively involved in the identification and definition of the needs of their own communities.

We take a sex positive approach and support people to make informed choices about the sex they want. We ensure that individuals have access to the latest information about HIV and sexual health. We offer resources to adopt safer sex practices. The team seeks to redress the health and social inequalities experienced by their target groups.

The Brunswick Centre is a Local Activation Partner (LAP) for HIV Prevention England (HPE), working together to reduce the incidence of HIV and the numbers of people with undiagnosed HIV in Calderdale and Kirklees.

Services include:

- Rapid and confidential HIV testing;
- Condoms by post scheme;
- Outreach in community settings including saunas, public sex environments and businesses.
- Partnership work on Chem-sex harm reduction and engagement with sex workers
- Community engagement on social networking sites and phone apps.

### **HIV Support**

We work with service users and carers in a holistic way, ensuring that their health and social care needs are met and their well-being maintained and improved.

We use needs assessment and outcome tools to work with service users to identify their needs, formulate an action plan and measure outcomes. We encourage and develop self-care management so that service users can take control of their own health and social care.

Support services include:

- Welfare and benefits advice;
- Wellbeing services, including yoga and fitness sessions
- Advocacy;
- One-to-one support;
- Support group for children and families;
- Dietitian;
- Hardship support including applying for grants, emergency payments, food vouchers and personal hygiene packs for people with HIV who are destitute

### **yOUTH (youth out) Service**

The yOUTH service is funded by the National Lottery Community Fund and works across all of Kirklees providing support to LGBT young people up to the age of 25, their parents and carers.

yOUTH services include:

- One-to-one support for young people around their sexual orientation and/or gender identity;
- Support for parents and families of LGBT young people;
- LGBT youth groups;
- Support group for trans young people and their parents/carers;
- Schools and partnership work;

- Research into the further needs of LGBT young people.

The service engages LGBT young people in local service improvement, with the aim of ensuring that these services better meet their needs. We work with organisations locally, regionally and nationally to improve the health and well-being of LGBT young people and to make Kirklees a great place to be LGBT.

### **Counselling**

We offer a counselling service across Calderdale or Kirklees. The service is available to anyone who is:

- HIV positive
- A carer, partner or family member of someone who is HIV positive
- A gay, or bisexual man, or a man who has sex with men or is attracted to men
- A woman in a relationship with a man who has sex with or is attracted to men

Counselling is provided by trained and qualified counsellors.

### **Smoking Cessation Service**

We have trained smoking cessation workers who can support people to quit smoking. We provide this service to:

- People from LGBT communities
- People living with HIV

Support during an attempt to quit smoking includes prescribing nicotine replacement products, regular face-to-face meetings, and CO monitoring

### **Training Service**

We offer training to organisations and professionals on a variety of topics including LGBT young people; HIV (including stigma, living with & supporting people with HIV, transmission & prevention); drug use in a sexualised context (Chemsex), Benefits & Welfare Rights.

We have an established wellbeing service, supporting people to self-care and manage long term conditions so we have the skills and expertise to offer workplace support to organisations too.

What we can offer:

- Briefings
- Basic awareness sessions
- Information around our work and services
- Bespoke in-depth sessions to meet your specific requirements

Check out our website for more details of the services we offer [www.thebrunswickcentre.org.uk](http://www.thebrunswickcentre.org.uk)

## **What is a volunteer?**

A volunteer is someone who chooses to give their time and energy to benefit other people without being paid for it.

Volunteers have been part of the Brunswick Centre throughout its existence and have helped us deliver our services, support more people more often and grow as an organisation. Our volunteers increase our capacity and help improve our services and bring diversity, qualities and skills to enrich the organisation.

Our volunteers support the work of paid staff to enhance what we can deliver but do not replace paid staff.

## **Volunteering Roles and Opportunities**

- Condom packing
- Outreach at public sex environments, bars, clubs etc
- Information stalls at community events
- Rapid HIV testing
- Office admin/reception
- Accompanying staff on service user home visits
- Formula milk deliveries
- Group work

## **Why do it?**

Whilst volunteering helps other people, it can also help the volunteer in many ways. It can give people a better chance of getting employment by helping to:

- Learn new skills
- Practice the skills they have
- Become more confident
- Put some volunteering experience on their CV
- Pick up good ideas from other people
- Meet people
- Get references
- Give something back to the community
- Gain a sense of satisfaction from helping others

## **What Makes a Good Volunteer for the Brunswick Centre?**

- A commitment to the mission and values of the Brunswick Centre
- A commitment to understanding and promoting equality and diversity
- Reliability and a willingness to devote time and effort to the role
- An ability to work effectively as a member of a team

## **Eligibility Criteria**

The minimum age for a volunteer with the Brunswick Centre is 18. There's no upper age limit on volunteering. We encourage service users to volunteer for us in various ways but will always be mindful of a conflict of interest. If we feel that it might not be appropriate for a service user to volunteer in a particular area, we will endeavour to find an alternative opportunity.

## **Criminal records**

Having a criminal record will not prevent anyone from applying to be a volunteer. Being accepted into the role will depend on the nature of the offence.

We undertake disclosure and barring service (DBS) disclosure checks on volunteers undertaking roles which involve young people and adults at risk. These will be completed before starting volunteering with service users. There is a cost for this which the Brunswick Centre will cover.

## **Volunteering while getting benefits**

Anyone receiving state benefits can be a volunteer and in nearly all cases, benefits will not be affected. For those getting benefits, it is recommended they speak to Jobcentre Plus before starting any volunteering as they will need to fill out a form about the kind of volunteering they wish to do.

Providing people follow the basic rule below, volunteering will not affect:

- Carers Allowance
- Disability Living Allowance
- Attendance Allowance
- Employment and Support Allowance
- Incapacity Benefit
- Income Support
- Housing Benefit
- Council Tax Benefit
- Jobseekers Allowance

The basic rule is that if a person is getting Jobseekers Allowance, they still need to be looking for paid work. They must be free to go for an interview with 48 hours' notice and able to start work within one week of being offered a job. The Brunswick Centre fully supports our volunteers and ensures they can comply with these requirements.

Whilst we do not pay our volunteers, we do reimburse reasonable out of pocket expenses.

Volunteers are reimbursed for allowable expenses providing they complete a claim form. The most common expenses are:

- Petrol when travelling to and from volunteering visits @ 45p per mile
- Meal expenses (up to the value of £5.00) when volunteering over a mealtime
- Child Care/Carer costs

Volunteers are required to present receipts where applicable with a claim form (see appendix 1). Expenses must be submitted to the Finance Worker as soon as possible following the month end for payment by BACS on the 17th of the month.

Volunteers are required to submit their bank account details to the Finance Worker. All details will be kept confidential in line with our Data Protection policy.

We recognise that some people may not be able to wait to be reimbursed for the expenses. We do keep a limited amount of petty cash and if there is an immediate need for payment, volunteers can complete a petty cash slip for a cash payment.

## **Volunteer Recruitment Process**

Volunteering opportunities are advertised on our website [www.thebrunswickcentre.org.uk/volunteering](http://www.thebrunswickcentre.org.uk/volunteering) , through our Twitter and Facebook pages and with local Voluntary Actions: [www.volunteeringkirklees.org.uk/opportunities/](http://www.volunteeringkirklees.org.uk/opportunities/) and [www.cvac.org.uk/](http://www.cvac.org.uk/) .

## **How to Apply**

You can call us for an informal discussion, or you can complete the expression of interest form (see appendix 2) and post or email it us. Prospective volunteers are invited to an informal chat at the Brunswick Centre to meet the team and find out more about the opportunity to volunteer.

## **Data Protection**

We take our responsibilities around protecting data very seriously. When someone starts volunteering, we set up a file on our secure and password protected cloud-based client recording management system with any paper-based documents kept in a locked cabinet.

We will only collect data that is required for corresponding with volunteers and what is required by the Charity Commission and Companies House. The reason we keep contact details for our volunteers is down to our responsibility for safeguarding and safety.

Any information given to us is confidential to the team and will not be passed on, discussed or disclosed to anyone else unless we are given permission to do so. The only exception would be if we were concerned that someone was being harmed, harming them self, harming or had harmed someone else.

Volunteers are given a copy of our Information Governance Policy which we ask them to read.

Our data protection policy can be viewed on our website <https://www.thebrunswickcentre.org.uk/about/data-protection>

## **Volunteer Induction**

Depending on the nature of the volunteering role, where appropriate, we invite volunteers to an induction where we share relevant policies and procedures, show you our office, make introductions to the team and offer the chance to shadow their work.

## **Training**

If appropriate, volunteers are given the opportunity to take part in training to support them in their role/s. We recommend that you undertake training in the following key areas:

- Information governance and data protection
- Safeguarding adults
- Safeguarding Children
- Health and safety
- Equality and diversity
- HIV awareness
- Lone working and risk management
- Fire extinguisher awareness

- Fire safety awareness

The service manager will support you in accessing this training. If you decide not to undertake the recommended training this may mean you can't take on certain roles, for example, if you decided not to do the safeguarding training this would restrict your role in working with children and adults at risk.

Additionally, there will be opportunities to shadow staff and other volunteers and to 'learn on the job'. We will do our utmost to support volunteers with training opportunities they feel would help them as part of their volunteering role.

### **Insurance**

We have up to date and adequate insurance to cover volunteers including Public Liability Insurance. If volunteers use their cars for volunteering, they are responsible for ensuring that they have appropriate insurance to cover this. We may be able to help if there is an additional cost for this.

### **Support**

We are committed to offering support to our volunteers as needed. All staff working alongside volunteers will provide support and guidance.

### **Boundaries**

We recognise the importance of maintaining professional boundaries with our service users. Whilst it is expected that volunteers establish a rapport with service users and members of the public through their voluntary role and provide friendly and accessible services, it is vital to establish and maintain appropriate boundaries between themselves and service users.

Boundaries are about establishing what is appropriate behaviour. They allow a service user and volunteer to engage in a supportive relationship, based on trust, respect and the appropriate use of power.

The priority in establishing appropriate boundaries should be the service user's needs. Service users must be at the centre of all our work and anything which is not in line with this should be questioned.

Boundaries protect and inform both volunteers and service users by clarifying what types of volunteer behaviour is appropriate. They also protect volunteers from the risk of false allegations of unprofessional conduct. Clear boundaries help to develop trusting relationships with service users who know what to expect from volunteers and help develop professionalism by encouraging high standards and consistency.

All volunteers have a responsibility to maintain professional boundaries with service users; this is explained in the induction, supported through supervision and the code of conduct (see appendix 3). Managers and staff will always offer support and guidance and we encourage volunteers to ask for this if they are uncertain about any aspect of boundaries with service users.

Any breaches will be addressed at the earliest opportunity using the problem-solving procedure (see appendix 4).

### **Our commitment to our volunteers**

We do not issue a contract for our volunteers; however we will provide our volunteers with a commitment. They can expect:

- A safe and supportive environment to enhance their volunteering experience
- To be treated with respect and courtesy
- To be treated equally
- To receive an induction, relevant training and up-to-date information appropriate to their role

- Support from all staff
- To be reimbursed for any reasonable out of pocket expenses incurred whilst volunteering
- To be valued and thanked for their contribution
- Tasks will be adapted to suit different needs, abilities and interests where possible

In return, we ask that volunteers:

- Support our aims and objectives
- Adhere to our policies and procedures
- Act professionally in line with our Code of Conduct
- Behave respectfully to all stakeholders
- Inform us if they wish to stop volunteering
- Inform us if they cannot turn up
- Complete timesheets (see appendix 5) and expenses forms

### **Code of Conduct**

Our volunteers are expected to conduct themselves in an appropriate manner when representing the charity. We have a charity-wide Code of Conduct (see appendix 3) for all staff, trustees, volunteers and service users. The aim of the Code of Conduct is to make clear the standards of professional conduct expected.

### **Safeguarding**

Safeguarding is everyone's responsibility. All our staff, trustees and volunteers have a responsibility to ensure that the Brunswick Centre is a safe and trusted environment for everyone involved with it. As an organisation working with vulnerable groups, we need to prioritise safeguarding. We take every reasonable step to safeguard all beneficiaries and protect them from abuse. We do all we can to protect staff and volunteers and those connected with the activities of the Brunswick Centre from harm. We provide volunteers with safeguarding training opportunities and a copy of our Safeguarding policy to read and sign as an acknowledgement of their acceptance and understanding.

### **Hospitality, Gifts and Gratuities**

To prevent any actual or perceived conflict of interest, volunteers should use their judgement when offered any hospitality, gifts or gratuities.

As a general rule, volunteers should not accept any hospitality, gifts or gratuities but it is recognised that service users and other charity representatives may offer refreshments at meetings, home visits etc. These can be accepted as long as they are given voluntarily without the expectation of gaining anything in return. Service users may want to show their gratitude with a small gift, if they do you must declare this to the Brunswick Centre. Large items with a commercial value should not be accepted. If large items are offered, please inform the Brunswick Centre.

A company might offer a branded product. Volunteers should be mindful of any company advertising on gifts which may give the impression that the charity supports certain products or companies.

If you are in any doubt about what is acceptable, please speak to a service manager.

## **Personal Safety**

We take our responsibilities towards our volunteers very seriously and try to ensure that any risks are minimised. We are committed to identifying personal safety risks, hazards and problems which may impact on our volunteer's safety. We provide guidance and support for our volunteers around risk management and lone working.

Volunteers should ensure that they take care of their own safety and co-operate with staff and other volunteers to make personal safety systems work. They should report potential hazards associated with their role to member of staff or a service manager.

## **Lone Volunteering**

Lone volunteering refers to situations where volunteers are without a paid member of staff. This will only happen with agreement and includes volunteering at public sex environments and visiting service users in their own homes.

Volunteers undertaking a role alone must ensure the member of staff arranging the activity has recorded what they are doing, where and for how long on the electronic diary. The activity must include the following information:

- Volunteer and worker name
- Expected start and finishing times of the visit
- Name, address and telephone number of the person they are visiting
- Name and address of venue to be used, if not a home visit
- Volunteer's mobile number and details of transport used e.g. car details (if not the usual one used by the volunteer), bus, walking etc
- Any risk management concerns

The member of staff arranging the visit will be the assigned colleague for the volunteer to contact once the visit is over or arrange for someone else to be if they are not available. This will be communicated to the volunteer, so they know who they are contacting at the end of the visit.

Any changes must be telephoned into the assigned colleague and the above documentation amended accordingly

Assigned colleagues must also set an alarm on their mobile phone. The alarm should be set to the time the visit is expected end. Assigned colleagues are responsible for ensuring that the procedure for identifying the whereabouts of lone volunteers is followed.

All volunteers must carry their ID badge.

Following successful completion of a visit, all volunteers must telephone the assigned colleague to confirm that they are safe. The assigned colleague must note the time of the telephone call on the electronic calendar information relating to that particular visit. If the volunteer fails to contact the office, then the procedure below should be followed.

In the event that a lone volunteer fails to make contact after the expected finish time of the visit, their assigned colleague will attempt to contact them.

If contact has not been established immediately the assigned colleague will:

- Contact the person visited
- Inform the Service Manager (or Chief Officer if they are absent)
- Call the Police
- Alert the team
- Contact the volunteers named emergency contact (stored on CIVI)
- Complete and submit a serious and untoward incident form

Volunteer's home addresses, phone numbers, vehicle registration number/s together with the make/model and car colour is stored on CIVI. It is the responsibility of every individual volunteer to ensure that their own details are accurate and up to date at all times.

Visits outside of normal office hours should only be arranged if there is no option to undertake the role during office hours. Staff arranging such visits must take responsibility to ensure the safety of the volunteer.

### **Mobile Phones**

Volunteers should always take their mobile phone with them, the Brunswick Centre can provide one if a volunteer doesn't have one or would prefer not to use their own.

Office numbers, including the mobile numbers of staff, and the police number should all be stored on the phone and easily accessible (e.g. list the office number as AAAA). The phone book facility within the mobile phone should be used to avoid having to remember phone numbers in the event of an emergency.

Volunteers will be familiar with the operation of the mobile phone prior to undertaking any visits.

Volunteers are responsible and must ensure that their mobile phone is fully charged when undertaking lone visits and is kept switched on (if appropriate on 'silent mode') during all visits. As a sensible precaution volunteers should check coverage for the area they will be visiting so they are able to get a signal and make calls etc if necessary.

Mobile phones, even when fitted with a hands-free kit, **MUST NOT** be used whilst driving.

If a situation arises where a volunteer feels threatened when with a service user or other person/s they must tell them they need to ring the office to cancel their next meeting. The appropriate code word/phrase should be used when speaking to the person at the office who answers the phone. The code word to be used will be given to the volunteer by a member of staff when they embark upon lone volunteering activities. The person calling in could be asked, quietly, if they were OK; if they answer 'No', then the police should be notified immediately. This should also happen if the person just uses the code phrase and then hangs up.

The person receiving the call should not try to engage them in further conversation unless it is clearly indicated that it is required.

The service manager and chief officer should be notified without delay – If not available please then contact the Chair of trustees.

### **Personal Security**

Lone volunteers must remain vigilant at all times. When visiting a person in their own home consideration should be given to:

- The most appropriate mode of transport, car, bus, train etc
- If travelling by car, the most appropriate place to park, to ensure the safety of themselves and the vehicle and also to allow a quick exit, if required
- Ensuring that they have reported their whereabouts, prior to entering the home
- Requesting that any dogs etc. in the house are contained within a secure room, prior to entering (this should have been done in the risk assessment)
- Ensuring that a clear exit route is maintained at all times
- Ensuring that doors remain unlocked whilst they are in the home and that they sit near the exit. If this is not possible be aware of the quickest escape route
- Reporting to the office upon successful completion of the visit
- First time visits should never be undertaken alone

If at any time a volunteer feels threatened, intimidated or insecure on arrival at the property or during the visit, make an excuse, leave and contact the office.

### **Lone Volunteering in the Charity's premises**

This will never be undertaken by a volunteer.

### **Support and Supervision**

The team aim to give support to our volunteers as it is needed. Supervision meetings are conducted four times a year to ensure there are no issues and that volunteers are getting the most from their opportunity. If there are any problems, volunteers can talk to the service manager or the chief officer in confidence.

### **Problem Solving**

There may be occasions when issues arise for or about volunteers. We have a problem solving procedure in place to ensure the fair treatment of all concerned. It is important that volunteers make themselves aware of this procedure (see appendix 4).



**Expression of Interest to become a volunteer**

The first step to volunteering with the Brunswick Centre is by completing and sending this application form. If it's easier, please feel free to email us the requested information to [info@thebrunswickcentre.org.uk](mailto:info@thebrunswickcentre.org.uk) ensuring you respond to all questions as listed below.

**Confidential** - Your information will be stored securely and in line with our data protection policy (see data protection below)

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Your Name:

Your Address:

Date of Birth (applicants must be over 18):

Mobile Number:

Other Contact Number:

Email:

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How did you hear about the Brunswick Centre and what encouraged you to consider being a volunteer for us?

What skills, abilities or experience do you have which you feel will be relevant to the position of a volunteer for the Brunswick Centre? (e.g. experience of HIV prevention, support; health promotion; youth work and inter-personal skills, caring roles, other community work etc):

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**Employment Status** (please tick):

Employed  
Unemployed  
In Further/Higher Education  
Retired

---

**Availability - Please provide information on your availability by ticking all that apply.** (Please be realistic and don't overstate what you can offer. Better to start with one or two at the most and then add later if you are able to):

Daytime only  
Evening only  
Weekends

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**How many times per month are you able to volunteer?**

1 only  
2 to 4  
4 or more

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**Please indicate which days and times of the week you would be available to volunteer** (delete any you cannot do):

<b>Monday</b>	Morning/ Afternoon/ Evening
<b>Tuesday</b>	Morning/ Afternoon/ Evening
<b>Wednesday</b>	Morning/ Afternoon/ Evening
<b>Thursday</b>	Morning/ Afternoon/ Evening
<b>Friday</b>	Morning/ Afternoon/ Evening
<b>Saturday</b>	Morning/ Afternoon/ Evening
<b>Sunday</b>	Morning/ Afternoon/ Evening

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**References**

Please give details of two referees who can comment on your ability to volunteer for the Brunswick Centre. Please state in which capacity the person knows you.

References will not be taken up until an offer has been made. As a courtesy do let people know you have given their name as a referee.

**Reference 1**

Name:

Address:

Telephone number:

email address:

Capacity in which this person knows you:

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## **Reference 2**

Name:

Address:

Telephone number:

email address:

Capacity in which this person knows you:

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## **Important Information Please Read Carefully**

### **Criminal Records and DBS Disclosures**

Criminal records will be taken into account for volunteer recruitment purposes only when the conviction is relevant. Unless the nature of the role demands it, you will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974.

Having an 'unspent' conviction will not necessarily bar you from volunteering. This will depend on the circumstances and background to your offence(s).

(Cautions, reprimands, and final warnings are not criminal convictions and are not covered by the Rehabilitation of Offenders Act 1974.)

For volunteering roles involving contact with children and/or vulnerable adults, applicants will be subject to a criminal record check from the Disclosure and Barring Service (DBS) before selection is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

We use a secure online system to apply for DBS disclosures. Although DBS disclosures are free for voluntary roles there is a charge for the application process (circa £30) through the online system we use. The Brunswick Centre will cover the cost of this.

Volunteers may choose to then have their DBS go live. This costs £13 per year and means the DBS is updated and easily accessible (with permission from the individual). This may be useful for future employers and organisations offering volunteer opportunities and can certainly speed up the disclosures process for all concerned.

Disclosures are sent to the volunteer. We are only notified that it has been sent, we do not see the disclosure until the volunteer shows it to us. We record the date and the disclosure number.

Any information you give us will be completely confidential and will be considered only in relation to an application for roles to which the disclosure applies.

Do you have anything to disclose?

Yes\*

No

Signed

\* Please give details of your disclosure on a separate sheet of paper and put in a separate envelope marked private and confidential.

### **Data Protection**

We take our responsibilities around protecting data very seriously. We will only collect and store data that is required for recruitment to volunteering roles and for corresponding with volunteers and what is required by the Charity Commission and Companies House.

We do not profile, share or sell data. We only retain data for as long as necessary and you have a right to know what data we hold about you.

Our data protection notice is available on our website [www.thebrunswickcentre.org.uk](http://www.thebrunswickcentre.org.uk) or we will happily provide you with a copy.

### **Equality and Diversity**

We are committed to providing fair and equal treatment for all staff, volunteers, trustees, service users, suppliers, and visitors. All staff, sessional workers, trustees, and volunteers are expected to treat everyone with whom they come into contact with dignity and respect, and they should be aware of the importance the organisation attaches to this.

The Equality Act puts legal obligations in place, and we have a detailed equality and diversity policy to support us in how we meet these obligations. This will be shared with you upon induction.

We record equality data to help us assess if we are reaching and engaging people from different communities and backgrounds. We ask volunteers to provide this information too. It is anonymous and voluntary and kept separate from any other information we may hold about you.

## Appendix 3 – Code of Conduct

Policy Name	Code of Conduct
Date Created	
Date Reviewed	Dec 2019
Approved By	Trustees
Next Review	Dec 2021
If you require this document in an alternative format, such as large print or on a coloured background, please contact us: <a href="mailto:info@thebrunswickcentre.org.uk">info@thebrunswickcentre.org.uk</a> or 01484 469691 / 01422 341764	

The Brunswick Centre has a duty to provide a professional, safe and confidential service for all - particularly service users. This can only be achieved if staff, sessional workers, volunteers, students on placement, service users and trustees accept the rights and responsibilities they have to themselves and each other. The aim of this code of conduct is to make clear to the public, service users, other professionals, staff, volunteers and trustees the standard of professional conduct that they can expect of the Brunswick Centre.

To ensure a professional, safe and confidential service it is expected that staff, sessional workers, volunteers, students on placement, trustees and service users abide by the following:

### Do:

- Respect service users, staff, sessional workers, volunteers, students on placement and trustees regardless of race, religion, gender, gender identity, sexual orientation, age, immigration status and/or dis/ability;
- Respect cultural differences;
- Be responsible for your own behaviour;
- Respect people's rights to privacy; and
- Remember, and ensure, that the environment remains a safe, confidential space; i.e. anything personal shared or disclosed in the groups/meetings must stay in the room - **this includes other service users' HIV statuses**. Everyone has a duty to disclose if a child or adult at risk is in danger of harm to themselves or others.

### Do Not:

- Consume, buy or sell alcohol on the Brunswick Centre premises. If you present under the influence of alcohol or illicit drugs the Brunswick Centre has the right to ask you to leave;
- Smoke on the premises;
- Abuse, bully, intimidate or cause harassment to any other service user, member of staff, volunteer or trustee. This can include:
  - a. Making statements or jokes that are ageist, racist, homophobic, biphobic, transphobic and/or disablist, or discriminate on the grounds of religious belief;
  - b. Assaulting, or attempting to assault, anyone on the premises or any other venue where you may come in to contact with staff, volunteers, service users or trustees of the Brunswick Centre;
  - c. Behaving in an aggressive or disruptive manner, such as swearing, shouting and/or using offensive language;
  - d. Viewing or distributing offensive material, including paper copy or virtual;
  - e. Vandalising or causing wilful damage to any property belonging to the Brunswick Centre;
  - f. Endangering the health and/or safety of yourself or others;
- Use malicious gossip and/or engage in talking about others in a derogatory manner.

This list is not exhaustive and other behaviours which could bring the Brunswick Centre into disrepute may be considered for sanction as detailed below.

Staff, sessional workers, volunteers, students on placement and trustees are required to maintain their professional and volunteering roles at all times. **As part of their role they are required not to engage in personal or sexual relationships with service users.**

Service users should not expect to be approached by staff, sessional workers, volunteers, students on placement or trustees to go for a drink, to a party, for an evening out or to be contacted or befriended on social networking sites.

Service users CAN expect staff, sessional workers, volunteers, students on placement and trustees NOT to pass on their personal details (within the context of the charity's confidentiality, data protection and information policies), not to ask to borrow or lend money or to do favours for them. Service users should report such approaches using the complaints and compliments procedure.

Equally, service users are asked not to approach staff, sessional workers, volunteers, students on placement or trustees to:

- Go for a drink;
- Go to a party;
- Have an evening out;
- Befriend them on social networking sites;
- Borrow or lend money; and/or
- Do favours for them.

To ensure the Brunswick Centre maintains a professional service it is expected that staff, sessional workers, volunteers, students on placement, trustees and service users sign and abide by this code of conduct.

This code of conduct should be read alongside the Brunswick Centre's *Confidentiality Policy*.

**Failure to abide by the code of conduct and confidentiality policy may result in the following:**

**\*For service users, an exclusion from the Brunswick Centre.**

**\*\*For staff, disciplinary proceedings, which may lead to dismissal.**

**\*\*\*For volunteers and trustees, problem-solving proceedings, which may lead to exiting the charity.**

**Additionally, if conduct is criminal it will be reported to the police.**

I understand and agree to abide by the code of conduct and understand that failure to do so may result in an *exclusion from the Brunswick Centre, **disciplinary proceeding or ***problem-solving proceedings which may lead to dismissal/exiting the charity and in the case of a crime being committed being reported to the police.	
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Print Name	
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Signature	
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### **Problem Solving Procedure**

This procedure ensures that volunteers are treated fairly and not discriminated against where problems might arise. Below is the outline of what to do if a volunteer needs to either make a complaint or if a complaint is made about a volunteer.

Complaints will always be treated confidentially and will only be discussed amongst those who are directly involved in trying to resolve the issue. The Brunswick Centre will keep records of what happens and who is involved. Meetings will take place in a confidential space. You will be kept informed at every step of the procedure. If you are a volunteer and a service user, you will be able to carry on using the service, unless there is a good reason why you can't.

#### **If a volunteer has a complaint**

##### Stage 1 - Oral Complaint

If you have a complaint about a member of staff, the organisation or another volunteer please raise this informally with a service manager. The service manager will listen to what you have to say and work with you to resolve your complaint.

##### Stage 2 - Written complaint

If you are not satisfied with the outcome of the oral complaint, then you can make a written complaint to the Chief Officer within 30 days of raising the oral complaint. The Chief Officer will reply to the complaint within 10 days of receiving the written complaint.

##### Stage 3 - Your right to appeal

If you are still not satisfied with the outcome you can appeal to the Chair of trustees within 10 days of receiving the response to your written complaint. You will receive an invitation to a meeting within 10 days of your appeal. You can be accompanied to the meeting by a person of your choice. Within 20 days you will receive a response to your complaint and the decision will be final.

#### **If someone complains about a volunteer**

##### Stage 1 - Oral discussion

A service manager will meet with you to talk to you about the complaint and to hear your side of the story with the view to seeking some solutions, if necessary. If you wish, you can be accompanied at the meeting by a person of your choice. You have the right to know what the complaint is about and who is making the complaint.

##### Stage 2 – Written warning

If the issue cannot be resolved by the oral discussion you may receive a written warning outlining the reason for the complaint.

You will have the option of stating your case formally to the Chief Officer. You can be accompanied to this meeting by person of your choice.

If the nature of the complaint is such where objectives could be set and/or help, this will be offered in order to address the issue.

However, if the organisation decides to ask you to leave, you will be given the opportunity to appeal.

### Stage 3 – Opportunity to appeal

If you are asked to leave you can appeal in writing to the Chair of Trustees within 10 days of being asked to leave. You will be invited to a meeting accompanied by the person of your choice. Following the meeting the Chair of trustees will respond within 10 days and their decision will be final.

### **Exceptions**

In some cases, volunteers will be asked to stop volunteering immediately until the matter is explored further. For example, if a volunteer is accused of:

- safeguarding breach
- deliberate falsification of expenses claims
- disclosure of confidential information (see confidentiality policy)
- convictions of a criminal offence that undermine a person's suitability for volunteering
- provision of false information relevant to a person's volunteering position
- consistently poor attendance on a project, without appropriate notification
- use of abusive or offensive language or behaviour
- bullying or harassment
- being under the influence of alcohol or drugs
- theft of property or misuse of equipment or materials
- failure to abide by policies and procedures
- failure to satisfactorily perform assigned duties

These issues would be gross misconduct and where proven, the volunteering will end immediately. The decision to ask you to stop you volunteering will be confirmed in writing.

In the case of safeguarding where a volunteer has behaved in a way that has harmed a child, or may have harmed a child, committed a criminal offence against or related to a child, or behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children a report will be made to the Local Authority Designated Officer (LADO).

**Appendix 5 – Timesheet**

Name:			Date:		
<b>Service Area</b>	<b>Hours</b>	<b>Service Area</b>	<b>Hours</b>	<b>Service Area</b>	<b>Hours</b>
Admin		yOUTH Project			
Management					
Prevention Service					
Support Service					