Volunteers Policy

Introduction

Pirton JoyCare (PJC) supports residents of Pirton aged sixty and over by arranging subsidised social activities, facilitating chiropody clinics and, through the Good Neighbour Scheme (GNS), provide transport to medical appointments.

Our volunteers are crucial in helping PJC support the residents of Pirton. They freely give their time to enable PJC to organise social activities, provide services through the GNS, or as a trustee offer support and guidance on the future provision of services and direction of the charity.

Purpose of policy

The Volunteers Policy aims to define good volunteering practice for use throughout PJC as well as provide guidance for volunteers and trustees in relation to their voluntary activities with PJC.

PJC Volunteer Guidelines

As a volunteer with PJC you may need to go unaccompanied into a service user's home or drive them unaccompanied in your car. These guidelines have been produced to help encourage safe and enjoyable volunteering, they are not intended to be used as a comprehensive list of do's and don'ts.

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<u>Driving and providing lifts</u>

Your car must be in a roadworthy condition and correctly taxed, insured and with a valid MoT certificate.

You must inform your insurance company if you will be undertaking volunteer driving for PJC to ensure you and the passengers are fully covered under your insurance policy. PJC will provide a letter if required explaining what driving for the GNS involves. Should you incur additional costs PJC will consider reimbursing these.

In relation to the actual voluntary driving:

- The GNS coordinator will advise you of the details of the driving activity including whether you will be required to wait for the service user during their appointment.
- You must ensure that you and your passengers wear seat belts.
- You should park in a designated parking space and pay a parking fee if required which can be recovered from the service user.
- You should ensure you have sufficient fuel before starting the journey.
- You should undertake regular checks on your vehicle such as tyres, lights, seatbelts, windscreen wipers and engine coolant levels. A professional mechanic should make regular checks on your car's brakes and steering.
- You should take your mobile phone with you if you have one.
- We ask volunteer drivers not to smoke in their vehicle whilst driving a service user.

Working with people and home visits

- Ensure you know the details of the task being requested of you before you agree to provide assistance. Make sure you know what the service user will expect of you and that you have been provided with their address and phone number. The GNS coordinator will provide you with this information.
- The GNS coordinator should be able to contact you during a home visit so if you have a mobile phone take it with you.
- You can ask the GNS coordinator if you prefer to be accompanied by another volunteer on your first home visit if you wish.
- We ask volunteers to not smoke in a service users' home during a home visit.
- You should advise the service user they need to make any future requests through the GNS scheme mobile phone number (07948 817835) which is available between 8am to 8pm.
- Do not accept any inappropriate behaviour (comments or physical contact). You must report any such incidents to the GNS coordinator (refer to PJC's Equality & Diversity Policy).
- Unless you feel comfortable avoid being alone in the house with a service user. Leave if you feel unsafe. If you feel uncomfortable report your concerns to the GNS coordinator. The GNS coordinator should report any concerns as set out in PJC's Equality & Diversity Policy.
- If you have any concerns about a service user always tell the GNS coordinator (refer to PJC's Safeguarding Vulnerable Adults Policy).
- If a service user has a fall while you are there and is unable to get up by himself/herself do not attempt to lift or move them. Make them as comfortable as possible and call 999 or 111. Paramedics are trained to check for injuries and to lift people correctly.
- If there are any problems or you have any concerns you should inform the GNS coordinator.

Recruitment and training of volunteers and trustees

As set out in legislation, all PJC volunteers and trustees will be subject to a Disclosure & Barring (DBS) check due to providing services to vulnerable adults. All volunteers are required to complete a Personal Data Consent Form when they start volunteering with PJC (See Data Protection Policy).

An induction will be provided to all new volunteers by one of the GNS coordinators. The Chair, Deputy Chair or Secretary will provide an induction to new trustees. This induction will include familiarisation with the services of PJC, its policies and relevant contact details.

Safeguarding concerns

A safeguarding concern is when you have a reasonable cause to suspect that an adult is experiencing, or is at risk of, abuse and neglect and can't protect themselves.

The GNS coordinators and volunteers are often the first or only point of contact with our users. Any concerns must be reported to Julie Lister the Safeguarding Lead (07577 343666 or julienicolalister@btinternet.com), or Mandy Beswick, PJC's lead for the Good Neighbour Scheme (07796 643828 or m1beswick@live.co.uk).

A reasonable cause for concern can include

- Seeing or hearing something that worries you.
- The explanation of what happened doesn't add up or the story keeps changing.
- A person is frequently visiting a care setting, such as Hospital
- You simply have the gut feeling that something isn't right.

If you have a safeguarding concern about an adult using PJC's services please follow the guidance below. An adult safeguarding concern may be:

- A direct or passive disclosure by the adult at risk.
- A concern raised by a volunteer.
- An observation of the behaviour of the adult at risk or the behaviour of another person(s) towards the adult at risk.

If an adult indicates they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should refer to PJC's Safeguarding Vulnerable Adults Policy, which includes:

- Listen carefully to what is said and take the concerns seriously. It is important not to promise to keep secrets, to make assumptions, show that you are upset or angry or to show disbelief or dismiss their concerns.
- If someone requires immediate medical attention contact the individual's GP or call an ambulance on 999.
- If you are concerned someone is in immediate danger or a serious crime is being committed contact the police on 999.
- Reassure the person that they have done the right thing in revealing the information. Ask them what they would like to happen next. Explain that you will have to share the information with PJC's Safeguarding Lead (Julie Lister, Trustee PJC).
- Act swiftly to report the concerns to Julie Lister, PJC's Safeguarding Lead (07577 343666 or julienicolalister@btinternet.com). If Julie is not available please contact Mandy Beswick, PJC's lead for the Good Neighbour Scheme (07796 643828 or m1beswick@live.co.uk).
- Record in writing as soon as possible the circumstances in which the concern came about and what action you took / advice you gave. The detail should be recorded on the Safeguarding Vulnerable Adults Report Form (Appendix A of the Safeguarding Vulnerable Adults Policy) and submitted to PJC's Safeguarding Lead as soon as possible.
- Be mindful of the need to be confidential at all times. Only share detail of the concerns raised with the Safeguarding Lead or others who have a need to know to keep the person safe.

Data protection and confidentiality
PJC will manage volunteer information in accordance with the relevant data protection legislation. Data will be stored securely and will only be accessed by authorised individuals. PJC's Data Protection Policy provides further information about how PJC collect, store and use personal data. All volunteers are expected to comply with PJC's Data Protection Policy and will be asked to provide consent upon becoming a volunteer for their data to be held by PJC. Volunteers' personal data will be destroyed by PJC when the individual stops volunteering for PJC.

When volunteering with PJC, volunteers may become aware of confidential or sensitive information regarding service users supported by PJC. All volunteers and trustees are required to maintain confidentiality and should not disclose such information during their volunteering service or any time afterwards, with the exception of safeguarding concerns, which should be reported to the safeguarding lead. Further detail on confidentiality is provided in PJC's Confidentiality Policy.

Insurance
PJC's insurance policy provides public liability and personal accident cover for volunteers whilst engaged on agreed PJC activities. The insurance will not cover unauthorised actions or actions outside the volunteering agreement. PJC does not provide motor insurance cover (further information under the driving section of this policy). If you require further detail on PJC's insurance policy please contact the Secretary.

Resolving problems
Whilst PJC makes every effort to ensure that volunteering with us is a positive and rewarding experience, we recognise that volunteers at times may experience difficulty within their role and may wish to share feedback or raise an issue with a trustee, GNS co-ordinator or another volunteer. PJC will make every reasonable effort to resolve any difficulties fairly, consistently and in a timely manner.

In exceptional circumstances more immediate action may need to be taken such as suspending a volunteer from any activity whilst an investigation is conducted, or asking a volunteer to permanently stop volunteering with PJC. Such situations will be managed by the PJC Chair and Secretary and notification to the Board of Trustees.

It is unlikely that you will encounter any serious problems while volunteering, but it is important to be alert to potential risks, discrimination, safeguarding concerns or other matters that could cause harm. Further detail can be found in PJC's Safeguarding Vulnerable Adults and Equality & Diversity policies. If you experience any problems or have any concerns as a volunteer you should raise them with a GNS coordinator.

Whistleblowing
PJC aims to conduct itself ethically and with honesty and integrity. We do however recognise there may be occasions when we do not get this right. In such instances you may feel you need to raise serious concern by making a protected disclosure, commonly referred to as whistleblowing.

A protected disclosure is one made in good faith by an individual who has a reasonable belief that a criminal offence, miscarriage of justice, act causing risk to health and safety or damage to the environment, breach of any legal obligation or concealment of any of these has occurred. In making a protected disclosure individuals have the right not to be subject to any detriment or be victimised.

Under legislation volunteers are not afforded the same legal protection as employees. However PJC aim to treat any volunteer making a protected disclosure in the spirit of the Public Interest Disclosure Act 1998. Any whistleblowing concerns should be raised with the PJC Chair or Secretary who will deal with your report in confidence and investigate your concern.

Whistleblowing only applies to the exceptional circumstances outlined above. Any concerns regarding safeguarding, discrimination or victimisation should be raised in line with PJC's Safeguarding Vulnerable Adults or Equality & Diversity policies.

Policy governance
This policy is supportive of and should be read in conjunction with the following PJC policies - Safeguarding Vulnerable Adults, Equality & Diversity, Confidentiality and Data Protection.

This policy will be reviewed every two years and will be published on PJC's website.

Version	Reviewed by	Approved by	Date	Next review due
1	Mandy Beswick	PJC Trustees	2019	
2	Elaine Derrick	PJC Trustees	September 2021	August 2023
3	Mandy Beswick	PJC Trustees	January 2023	January 2025
4	Mandy Beswick	PJC Trustees	February 2025	January 2027
5	Mandy Beswick	PJC Trustees	October 2026	October 2028