

WELLSBOURNE HEALTHCARE CIC

VOLUNTEER HANDBOOK



This Handbook is for Community Health Volunteers who are supporting others in their community to make 'healthy heart' lifestyle changes.



Welcome

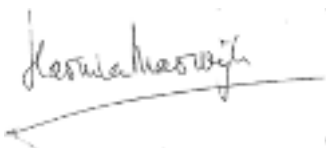
Welcome to East Brighton gets Heart! We are delighted you are volunteering with us. Volunteers are so important to our project – without you, we wouldn't be able to make a real difference in your community.

Volunteers are involved across the project – spreading the word in their local communities about what we do and supporting individuals in their community to improve their heart health. Whatever inspired you to join us, we want to make sure you feel valued and supported throughout your time with us.

This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful. It is yours to keep and refer to whenever necessary – you can even add important information yourself as you go along. As a volunteer you are joining a team of people from all walks of life, who contribute not only their time, but also bring a vast range of skills, knowledge and individuality to the SPICES project. We are grateful for you all.

If you'd like more information, please speak to your Volunteer Support Team – they're always ready to help if you have any questions.

Thank you once again for deciding to make a difference.



Professor Harm van Marwijk

Head of Primary Care and Public Health Department, Brighton and Sussex Medical School

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1. Introduction

1. Introduction to the East Brighton gets Heart Project

Firstly, welcome to the East Brighton gets Heart project. We are thrilled that you would like to help us to improve the health of people in your community. Together we want to create a local Healthy Hearts community which improves the community's heart health by providing regular one-to-one coaching sessions.

You will receive regular support and professional training to become a volunteer Community Health Volunteer in East Brighton. Once you have completed your training you will be paired up with people from East Brighton to discuss their heart health and lifestyle with them, and use the behaviour change techniques you have learnt to help support them to improve their lifestyle and health. The behaviour change approach promotes health through individual changes in lifestyle that are appropriate to people's settings

With your help we hope to show that community groups and people from within a community can contribute to improving the health of their own community. This means empowering you as volunteers, and the people you will be supporting. We are very excited to begin the project in East Brighton and we're looking forward to getting to know you all.

ii. What is the handbook?

In this handbook you will find all the essential information you will need whilst working as a Community Health Volunteer.

2. Meet the team

This project is being coordinated by staff at Wellsbourne Healthcare CIC and a team of researchers at Brighton and Sussex Medical School (BSMS). Below are the names and contact details of the team:

i. Wellsbourne Healthcare Volunteer Support Team



Mala Nathan – Volunteer Coordinator

Email: mala.nathan@nhs.net

Phone: 07927 086399

Paul Jarvis-Beesley, Community Partnerships
Manager



Email: p.jarvis-beesley@nhs.net

Phone: 07889 046106

Emergency 'Out of Hours' Number for Volunteers:
07889 046106

Role of Volunteer Support Team

- Recruit volunteers and carry out inductions alongside Health Coach from BSMS
- Act as primary contact for volunteers, for monthly catch-ups, debrief, supervision, general support wellbeing, attendance etc.
- Be available via email or phone for pre- and post-session questions
- Be responsible for upholding all volunteer policies, including introducing policies to volunteers during initial training

ii. BSMS Project Support Team



Dr Tom Grice-Jackson

Research Fellow

based at BSMS

Email: T.Grice-Jackson@bsms.ac.uk



Dr Catherine Topham

Research Assistant

based at BSMS

Email: C.Topham@bsms.ac.uk

Project Coordination

- Primary BSMS contact for Wellsbourne CIC
- Project / intervention design
- Project coordination and management
- Production project documentation
- Facilitate the co-design sessions and introduction (Meet and Greet session, 1 hour)
- Co-facilitate the policies/procedures/basic health training session (2 hour)
- Management of research components of the project, i.e. questionnaires, interviews, focus groups
- Supporting the recruitment process of beneficiaries using co-design with Volunteers and Wellsbourne CIC community networks

iii. BSMS Health Coach Support



Kat Frere-Smith

Health Coach

based at BSMS

- Support induction of volunteers
- ongoing coaching support and advice after the initial training organised via email.
- arranging monthly group volunteer support sessions
- offer debriefing opportunities post sessions to be booked via email
- available via email should you have any questions prior to, during or after a session

iv. BSMS Administrative Team



Linda Silver

Project administration – BSMS

Email: Linda.silver@bsms.ac.uk



Katie Goddard

Project administration – BSMS

Email: Katie.goddard@bsms.ac.uk

- Manage all contact with participants
- Provide IT support for both volunteers and participants
- arrange the logistics and booking of the coaching sessions - where /when and making sure everyone knows the plan
- sending email reminders for Zoom appointments
- Supporting the recruitment process of participants via social media advertising if requested

v. Community Health Volunteer Training Team



Kendelle Bond

Director – NCBC (National Centre for behaviour change)

Email: kendelle@ncbc-uk.com

Suzi Bardsley – Associate Director – NCBC

Email: suzanne@ncbc-uk.com

- Development of volunteer training sessions
- Delivery of volunteer training
- Occasional ongoing support for volunteer training if required
- Development of the volunteer training handbook

Project Leadership Team



Prof Harm Van Marwijk
Head of Primary Care and Public
Health at BSMS



Dr Elizabeth Ford
Senior Lecturer in Primary Care
Research at BSMS

- Provide leadership and oversight for the project

Social Media



facebook.com/SPICESSussex

facebook.com/wellsbournehealthCIC



[@SPICESSussex](https://twitter.com/SPICESSussex)

[@WellsbourneC](https://twitter.com/WellsbourneC)



bsms.ac.uk/spices

wellsbournehealthcare.org.uk

3. What is SPICES?

What is the SPICES research project?

While you are volunteering you may hear the name SPICES research project. This stands for Scaling-up Packages of Interventions for Cardiovascular disease prevention in selected sites in Europe and Sub-Saharan Africa. The Brighton and Sussex Medical School (BSMS) is one of five sites across Europe involved in SPICES. It is a project funded by the European Commission through the Horizon 2020 research and innovation action. BSMS refer to the project as Healthy Hearts East Sussex, this is across the four different geographical sites we are working with. Within East Brighton we are referring to the project as the East Brighton gets Heart Project.

We are a team of researchers based at BSMS who are working alongside well-known and trusted local community organisations to help make their communities healthier. The project has a focus on improving the community's heart health.

Once trained the Community Health Volunteers will provide sessions to people within their own community, supporting them to set and reach achievable goals in order to improve their overall heart health.

You may hear us use the word co-design in our conversations with you. This just means that our partner community organisations and you, the volunteers, will be involved in the development of how the project will be provided in each of the local areas, to ensure that the needs of each of the communities are met.



Aims of the project

An aim of the SPICES research project is to build meaningful and lasting relationships with local community groups, and to support and train Community Health Volunteers to improve the heart health of people within their own communities.

As a volunteer, you will be working with members from your own community who have completed a heart health questionnaire and have been found to have some risk of heart disease. If their risk is high we will refer them directly to their GP. You can find this survey on our website or follow the link:

https://is.gd/SPICES_SUSSEX2

Medium risk means that they have heart disease lifestyle risk factors, (such as exercise, smoking, alcohol intake and diet) that can be improved on, which in turn would reduce their ongoing risk of heart disease. These are called modifiable risk factors.

In our project the BSMS are also focussed on gathering some information on how well the coaching works. We want to answer two questions: does the Health Hearts intervention improve the participants' heart health? And what factors make it easy or difficult for community organisations to set up and run a programme like this?

Participants will be filling in questionnaires, and everyone involved in the project will be invited to take part in interviews so that the study team can gather as much information as possible. Showing this project works in our local area means it might be rolled out more widely in different areas.

1. What has happened so far?

An extensive amount of work has been done developing strong relationships with key community groups. Part of this work involved in depth interviews with key community members on how we should implement this study to achieve the best outcomes for the communities we are working with.

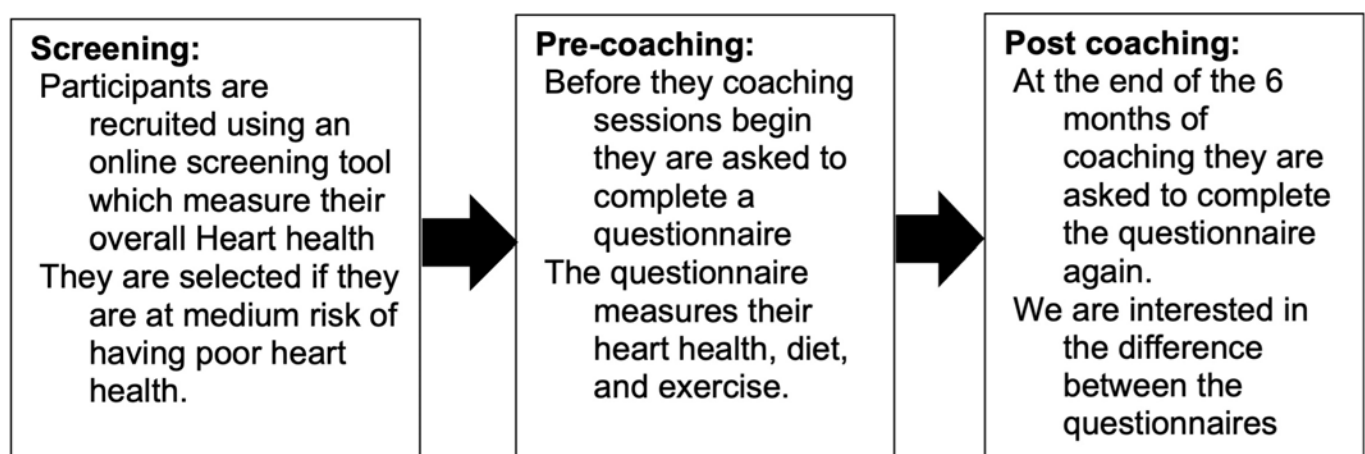
Within East Brighton we are working closely with Wellsbourne Healthcare

CIC and the Crew Club. We have run two co-design sessions with potential volunteers from the East Brighton area, which have resulted in valuable insight and feedback.

2. How will we be measuring success?

Participants are recruited through an online survey. This is the 'Screening' stage. We will then match them up with our volunteer Community Health Volunteers if they are eligible. The Community Health Volunteer will then complete some questionnaires with the participants in the first session, which is known as the 'pre-coaching' stage. Six months later in the last coaching sessions Community Health Volunteers will complete the same questionnaires which will be known as the 'post coaching' stage. We will measure the difference between the 'pre-coaching' and 'post-coaching' stages. The Questionnaires we will be uses for the project are:

- The INTERHEART questionnaire: a simple questionnaire which asks questions about people's general heart health
 - UKDDQ: This is a questionnaire which asks about people's eating, smoking and alcohol consumption behaviours.
 - The IPAQ: this is a simple questionnaire and activity and exercise levels.
- In addition to the questionnaires we will also run interviews and focus groups with groups of people who were involved in the project to hear their views on how it all went. After the project you may be asked to take part in these interviews or focus groups to give your views on how you found the project.



3. The importance of the role of volunteers

The volunteer Community Health Volunteers are central to this project. You are the ones who know your community best, and what the local barriers and motivators to improve health may be. The purpose of this project is to provide volunteers with new skills to enable them to support their own local communities to improve their heart health. It is a community-led health intervention, in which the support people receive comes from within the community and not from trained healthcare professionals or researchers.



4. The Community Health Volunteer role

4. The Community Health Volunteer role and task description

The table below breaks down tasks and meetings that the Community Health Volunteer should expect to attend.

5. Task Description table:

Task	Description of task
Induction meeting	1 hour one on one Zoom meeting with a member/s of the Volunteer Support Team. During this meeting some of the topics that will be discussed: <ul style="list-style-type: none"> Your motivation to volunteer Your expectations of project The project commitment requirements Project policies Availability to provide coaching
Training session 1 on the 8th March Introduction to training session Delivered by BSMS team and National Centre for Behaviour Change (NCBC)	1-hour group Zoom session that will take place with the other trainee Community Health Volunteers. You will meet the training team, and learn more about what the learning outcomes and structure will be for the upcoming training.
Training session 2 on the 15th March Delivered by the BSMS and Wellsbourne project team.	Topics that will be covered include: <ul style="list-style-type: none"> Heart health How the intervention/coaching is structured The project policies and how they will work in reality
Training session 3-5 (22nd March, 29th March and 1st April) Provided by NCBC	These are three 2 hour Zoom (One 2 hour session each week, over a 3 week period) During the training you will learn about the background of behaviour change and some specific tools to support the participants to make positive healthy lifestyle changes to improve their overall heart health.

Community Health Volunteer: Prior to starting coaching you will receive hardcopies of:

- The Volunteer Handbook
- The Training Handbook
- The Healthy Lifestyle Handbook

Community Health Volunteer: You will also be set up with a OneDrive where you will have access to digital versions of the above handbooks and some additional resources.

You will be matched with a participant (from East Brighton) who has moderate risk of heart disease by the BSMS and Wellsbourne project teams. This is mainly based on time availability.

Prior to the first coaching session the participant will have completed 3 project questionnaires:

- InterHeart – shows heart disease risk
- IPAQ – level of activity (exercise)
- Diet questionnaire

Intervention begins

Task	Description of task
<p>First one-to-one sessions with a participant</p> <p>This session will last approx. 1 hour. Please refer to Volunteer Training Handbook for detail on the structure of the coaching sessions.</p>	<p>You will meet your participant and start to build a rapport with them. During the course of the sessions you will agree on some behaviour change goals with them using skills learnt during your training.</p>
<p>Follow up one-to-one sessions with a participant</p> <p>There are 4 of these sessions These sessions will last approx. 1 hour, once a month.</p>	<p>These sessions are to review progress, set new goals if appropriate and coach participants around how they can improve in the future.</p>

Prior to the final coaching session, the participant will once again undertake the 3 questionnaires that they completed prior to starting the intervention.

<p>Final one-to-one session with a participant</p> <p>This session will last approx. 1 hour.</p>	<p>Review and discuss how they will maintain their healthy lifestyle choices after the coaching has finished. Find out how they have found the overall experience of taking part in Healthy Hearts Hastings.</p>
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Community Health Volunteer: At any point during the intervention (coaching phase) you may contact the Volunteer Support Team to organise a Zoom debrief session to discuss specific health coaching questions or any other questions/concerns you may have.

Community Health Volunteer: Monthly 2 hour group meetings (with other Community Health Volunteers) facilitated by the Volunteer Support Team will take place on Zoom. This is to provide the volunteers with an opportunity to discuss and learn from each other, and additional training opportunities will take place. We encourage you to attend these sessions.

6. DBS Checks

A Disclosure and Barring Service (DBS) check will be reimbursed (by Wellsbourne Healthcare)/carried out if you would like and if it would support you with future employment. This is an optional service, and it's not a requirement to become a Community Health Volunteer. If you would like to discuss this further please contact your Volunteer Coordinator.

7. Start and end dates

The project runs until December 2021, however the role of the Community Health Volunteers will be over a 6-month period, not for the full duration of the project.

8. Reliability and commitment

We will agree the time commitment with volunteers on an individual basis. We would ask for a minimum of 1 hour a month over a 6-month period. It is very important to us that you try your best to be reliable and to stick to any arrangements you have made with us. If your circumstances change, please let your Volunteer Coordinator know as soon as possible.

9. Volunteer debrief process

After each coaching session you'll receive an email from the BSMS Admin Team will ask if you'd like a debrief session. These will be unstructured sessions where you can discuss whatever you want to talk about. They are also a chance for us to make sure you are happy with how the sessions are going and for you to discuss any concerns you have or feedback anything that is going particularly well. The debrief session is an opportunity for you to discuss issues, seek advice, or reflect on your role or activity with a participant. It is important to us that you feel supported, capable, comfortable and safe throughout this project.

10. Matching volunteers to participants

The booking process will be managed by the volunteer support team and will go through the following stages:

1. Your Preferences: You will list your general availability and time commitment through the volunteer preference form which you have already been sent.
2. Matching with participants: We have been screening for participants

over the last couple of weeks. Our volunteer support team will search through our pool of participants for those that match your availability using information they have given us and your volunteer preference form.

3. Booking the first session: We will get in touch with you and your matched volunteer to arrange the first coaching session. If you both agree to a time we'll give you some basic information about the participant and will set up a Zoom meeting with you.
4. Reminders: We will send you a reminder 2 days before your first coaching session and then one more on the day of your session. The participant will also be sent reminders before the session.

If at any point during this process you need to pull out of a coaching session, please try to give at least 1-day notice before your planned coaching session so that we can let the participant know that the session will need to be rearranged or cancelled.

The booking of sessions will be carried out by the BSMS Admin Team, if you have any questions please contact them.



5. The Healthy Hearts Volunteer Charter

This Healthy Hearts Volunteer Charter has been created with volunteers. The charter is split into three sections: [1] vision, [2] behaviours, and [3] values.

- i. **Vision:** These are the things we want to achieve together as a group
 - a. To help people feel fitter and healthier, both mentally and physically
 - b. To help people become more aware, and more understanding of their health and how to change it
 - c. To create safe spaces and environments in which to support and guide the community to get engaged, to participate, and to become empowered

- ii. **Behaviours:** These are the things we agree to do to achieve the vision.
 - a. Being consistent in what we say and do: This means keeping true to what we say we will do and not going back on commitments we have made.
 - b. Be supportive: We will support each other to carry out our roles
 - c. Flexibility: We will be as accommodating as possible to each person's needs.
 - d. Availability: We will try to be as available as possible
 - e. Willingness to learn and contribute: we will all be open to learning and contributing our ideas
 - f. Punctuality, commitment and enthusiasm: We will all be on time, committed, and enthusiastic when engaging with participants or each other.
 - g. Professionalism: We will represent the project professionally and speak about it positively in public
 - h. Responsive: We will respond quickly and fairly to issues, complaints, grievances or concerns

iii. **Values:** We have adopted the following values to shape our work. They guide how we behave and make decisions:

- a. Mutual respect: This means always thinking about the dignity of other people whilst knowing they will do the same for you.
- b. Inclusivity and diversity: We will appreciate and respect the traits and characteristics that make us unique and we will always aim to behave in a way that ensures people feel welcome.
- c. Equal opportunities: We will always act with the principle of non-discrimination which emphasizes that opportunities are available to all, irrespective of their age, race, sex, religion, political association, ethnic origin, or any other individual or group characteristic unrelated to ability and performance.
- d. Empathy: As a team we will always try to understand other people's perspectives or circumstance, whether you agree with this person or not.
- e. Optimism: We will always try to maintain a positive view of events or conditions and will expect favourable outcomes when working with people or when we are trying to solve problems together.



6. Volunteer agreement

This document is not legally binding. It's simply an agreement that sets out our hopes and expectations for your volunteering experience. Volunteers are an important and valued part of East Brighton gets Heart. We will do our best to make your volunteer experience enjoyable and rewarding.

This agreement tells you what our commitments are to you, and what we expect in return. We will go through this in your induction session where we will check you are happy with the agreement.

The SPICES project will make sure that we:

- Provide a written task description of your role (see Section 4, page 14 above)
- Provide full training for your role
- Arrange for you to have regular support with your Volunteer Support Team
- Pay you travel expenses providing you give us itemised receipts in accordance with the volunteer expense policy
- Apply our Equality and Diversity Policy
- Treat you fairly at all times
- Insure you against any injury you suffer due to our negligence
- Provide a safe environment
- Respect and listen to your feedback
- Encourage a positive and supporting volunteering experience
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed
- Provide a reference for you if requested from your time volunteering on the project

In return, we ask our volunteers to make every effort to:

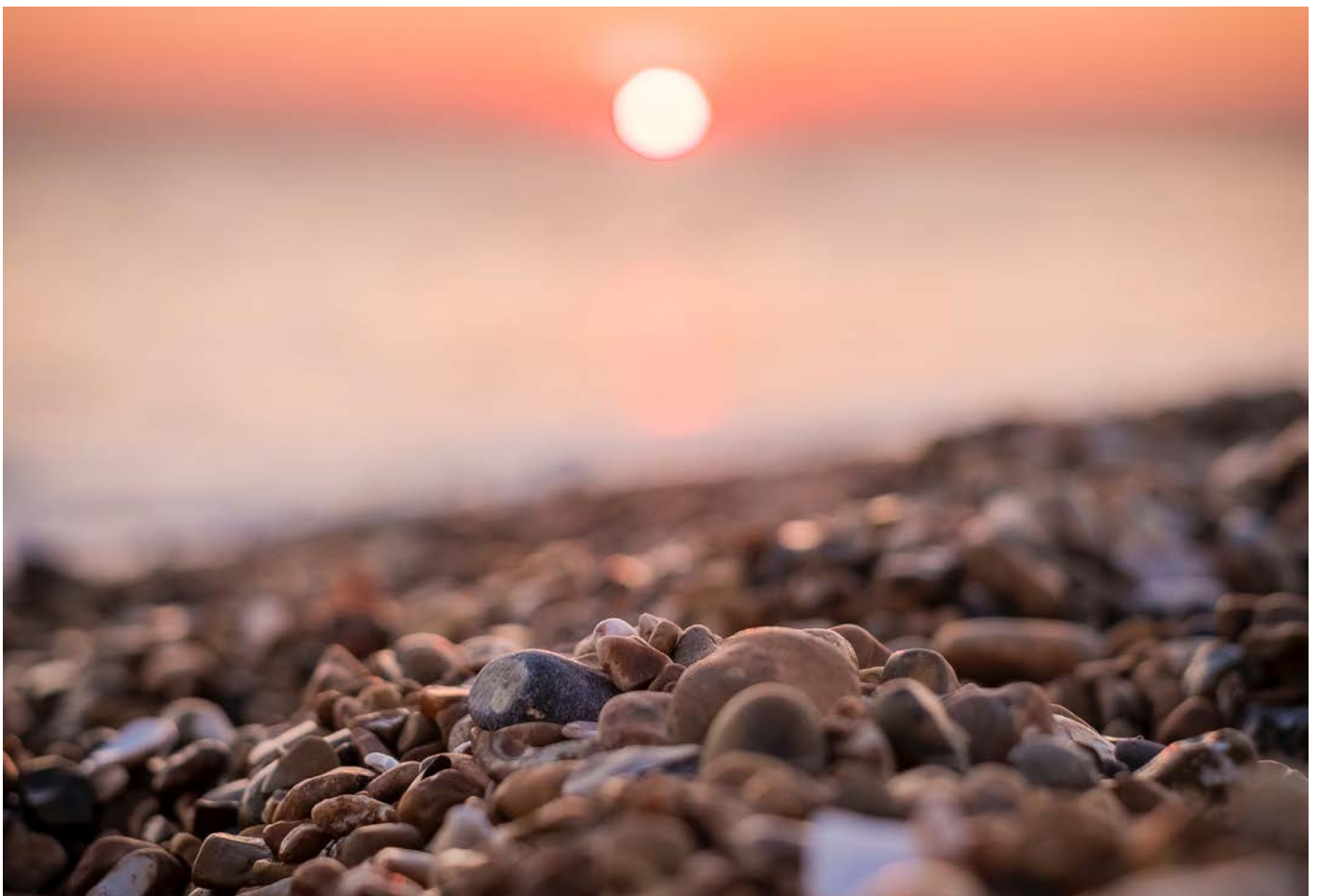
- Try to attend activities when you have said that you will
- Try to give notice of your intention to take holiday
- Try to give your Volunteer Coordinator as much notice as you can should you fall ill and are unable to attend any activities you have said you will
- Let your Volunteer Support Team know if you are having any problems or if you have any complaints, concerns or feedback
- Follow Wellsbourne Healthcare volunteer policies, as set out in this handbook
- Carry out any training that may be required and attend any briefings that may help you in your role
- Reimbursement of a DBS check through one of our partner organisations if requested
- Always follow the East Brighton gets Heart training for any interactions with participants and, if unsure of anything, speak to your Volunteer Coordinator
- Maintain confidentiality of East Brighton gets Heart activities with our dedicated participants
- Act responsibly and within the law.



7. East Brighton gets Heart Project Policies

As a volunteer, you need to be aware of, understand and comply with our policies. This is to ensure that volunteers, staff and people taking part in the project from your community are kept safe and treated in accordance with the law and Wellsbourne Healthcare's working practices. Please read through the Policies below and ask a member of the Volunteer Support Team if you're unsure about any aspect of it.

- i. Confidentiality Policy
- ii. Health and Safety Policy
- iii. Equality and Diversity Policy
- iv. Safeguarding Policy
- v. Expenses Policy
- vi. Volunteer Procedure – Resolving Problems and Concerns



Volunteer Confidentiality Policy

1. Introduction

During your role as a East Brighton gets Heart volunteer, you may have access to, or have sight of, documents and other information that is of a confidential nature. At all times information accessed during your period of volunteering must be dealt with in a sensitive and confidential manner. At times information may not be demarcated as 'confidential' or 'sensitive' and so we ask you to be thoughtful to the types of information you may encounter and how to store/ dispose of it. Whenever you are unsure, please ask a member of the Volunteer Support Team who will be happy to offer guidance.

The types of information that are deemed as sensitive/ confidential are:

- Information gathered through engagement activities with the participants taking part in the project, and which relates to their health, lifestyle or personal information.
- Information you become aware of or see as part of your role pertaining to another volunteer or member of staff on the project.
- Other information East Brighton gets Heart has access to regarding the project itself or our relationship with other projects or community organisations.
- Other information you become aware of in your role as a volunteer for East Brighton gets Heart such as sensitive information regarding a health service, practitioner or other participants and community members.

Regardless of the type of information the way that it is handled and dealt with is the same.

Under no circumstance should information you have access to, or become aware of, as a result of your involvement in East Brighton gets Heart, be disclosed to persons outside the organisation without properly seeking

authority to do so. This authority should normally be granted by a member of the volunteer support team– and will be in writing.

2. Exceptions to disclosure:

There are exceptions when the above does not apply and where confidential information may and should be disclosed to persons outside of East Brighton gets Heart. However, you should always seek support and clarification from your Volunteer support team or Project support team if you are unsure and the situation at hand is not life-threatening or time sensitive.

Examples of necessary disclosures could be:

- To safeguard the health and welfare of any person, irrespective of whom that person may be.
- To inform emergency service personnel of pertinent information pertaining to a participant, volunteer or staff member.

If an emergency occurs when you are on a Zoom call the process is:

- Encourage the participant to call 999 themselves
- If the participant is unable to call emergency services themselves, ask them to provide you with their address so that you can call on their behalf.
- Once emergency services have been informed then you may call the Volunteer Support Team.
- To prevent or detect a criminal offence.
- To minimise loss or damage to the reputation of East Brighton gets Heart – however please seek clarification from your Volunteer Coordinator if you become aware of a situation where you feel this is a possible outcome.

3. Confidentiality in practice

Everyone working on East Brighton gets Heart will already be aware of when it is appropriate to keep information confidential from the training course. The following bullet points are intended to serve as a reminder:

- Volunteers can share information with their Volunteer Support Team or Project Support Team in order to discuss issues, seek advice, or reflect on their role or activity with a participant.

- Volunteers should not share personal information or comments with participants that fall outside of their delegated role.
- Volunteers are encouraged to discuss best practice and experiences with their fellow volunteers however this must be done respecting the participant's right to confidentiality and therefore no identifying information must be disclosed.
- Volunteers must not discuss the content of conversations with participants, or other personal information relating to participants or other volunteers, with anyone who is outside of East Brighton gets Heart, including family members and friends. When in doubt please be thoughtful to how you would want your information treated and always seek clarification from your Volunteer Coordinator.
- There may be circumstances where volunteers want to discuss difficult situations with each other to gain a wider perspective on how to approach a problem. We ask that this happens within the designated feedback sessions that your Volunteer Support Team organises so that other volunteers and staff members can learn from these experiences.
- Alternatively, discussions may take place that do not include names or identifying information. It is encouraged that these discussions take place in an appropriate private setting (a public place where you could be overheard or a social media platform that is not confidential or moderated would not be acceptable).
- Please be mindful of how you record your meetings with participants, how you store this information and who may be able to see it. Please do not leave this information laying around in view of anyone in public places or at home.
- Your Volunteer Support Team will always be happy to go through any aspect of confidentiality with you so please don't be afraid to ask.

4. Legal Disclosure:

Where there is a legal duty for East Brighton gets Heart to disclose information, the person to whom the confidentiality is owed should normally be informed that disclosure has been or will be made. There are exceptions to this, such as when the informing of the individual will amount to a criminal offence or raise a safeguarding issue. Therefore, guidance should always be sought if there is doubt as to the correct course of action to be taken.

5. Storing Sensitive Information

Where computers, mobile phones and other electronic devices are used for the collecting and storing of information etc., you should ensure that the information is kept safe and secure in line with the guidance provided in your training and induction. Paper information or notes that are made should not include any identifying information and destroyed once you no longer need it. Personal identifying information may be shared via the OneDrive as it is a secure cloud-based sharing system (we will train you on how to use Onedrive for this project). If you do not have a secure place to keep this information, please organise to give it to your Volunteer Coordinator. Please do not throw information in the bin or recycling, but instead give it to a member of East Brighton gets Heart staff team to properly destroy for you. We will discuss how this will work individually if you do prefer to make paper based notes.

6. Data Protection

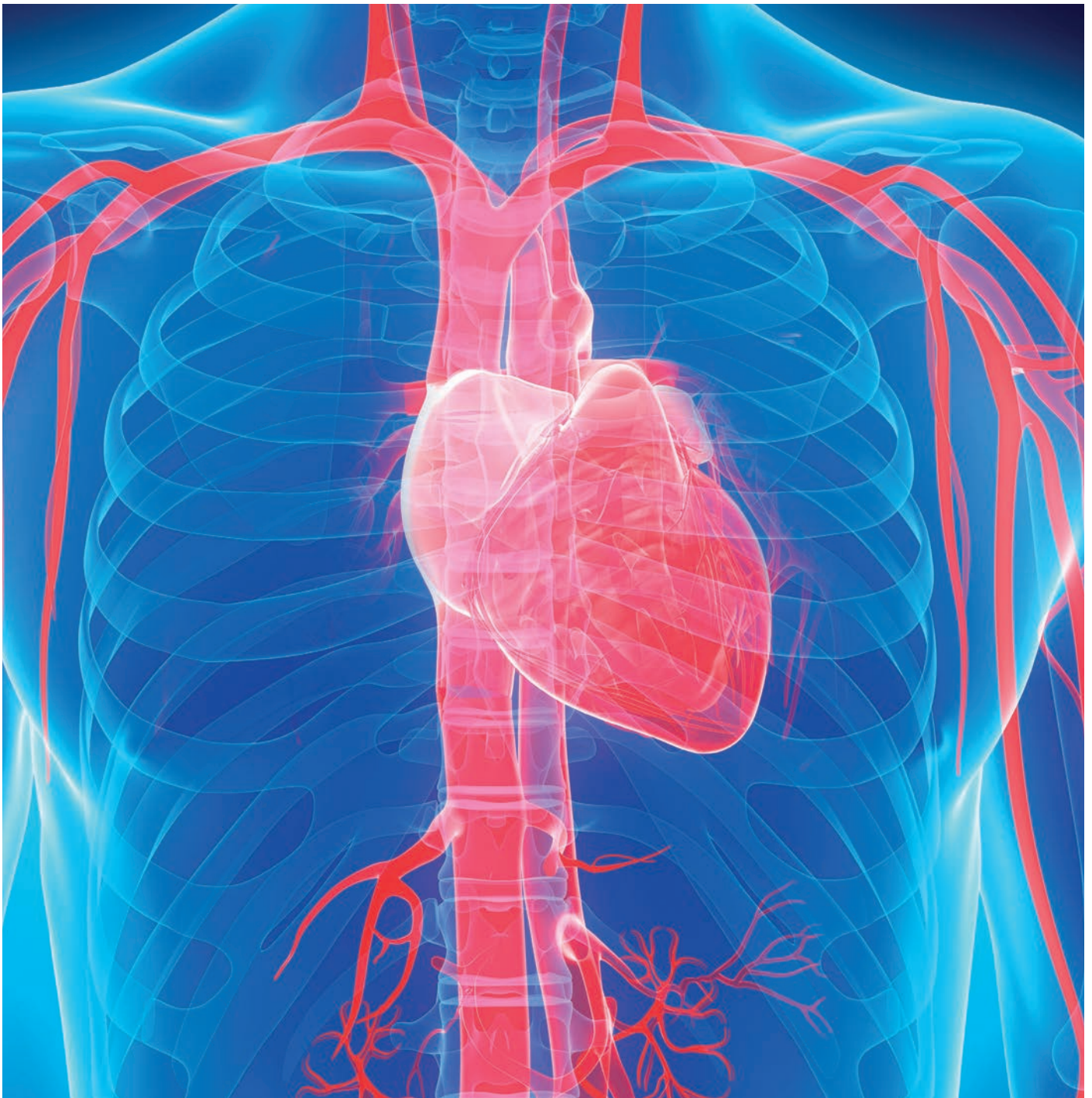
Data protection is ensuring that anyone's personal information collected for the project is protected and follows both The Data Protection Act 2018. Everyone responsible for using personal data has to follow this policy. Information about individuals, whether on computer or on paper, falls within the scope of the Data Protection Act and must comply with the data protection principles. Data must be:

- Obtained and processed fairly and lawfully.
- Held only for specified purposes.
- Adequate, relevant and not excessive.
- Accurate and up to date.
- Not kept longer than necessary.
- Processed in accordance with the Act.
- Kept secure and protected.
- Not transferred out of Europe.

If you are ever unsure of your practices, or would like to store or dispose any information gathered from your volunteer activities, please speak to your Volunteer Support Team who will be happy to offer guidance and support.

7. Breaches of Confidentiality

If you are deemed to have accessed unauthorised files or are found to have breached the confidentiality guidelines of the Project, as set out in this policy, we will ask that you contact the Volunteer support team or Project support team immediately. We may then ask you to attend a meeting with members from the Volunteer Support Team and the Project Support Team – to discuss what has happened. Depending on the breach we may require you to undergo further training or to end the volunteer relationship.



Volunteer Health and Safety Policy

1. Overview and Purpose

Wellsbourne Healthcare is committed to looking after the health, safety and wellbeing of everyone who works for us, is on our premises or uses our services. This commitment applies equally to our volunteers. It's therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

2. Scope

This policy applies to all volunteers at Wellsbourne Healthcare

3. Volunteers

All volunteers are expected to be aware of their own health limitations and are urged not to exceed their physical capabilities. You should advise your Volunteer Coordinator of any medical problems that may affect your ability to undertake or complete a task. If you have any doubts regarding your health and safety or responsibility, please speak to your Volunteer Coordinator as soon as possible. All accidents and incidents must be reported to your Volunteer Coordinator as soon as possible.

Every individual has the responsibility to:

- Take all reasonable steps to secure their own Health & Safety.
- Take due consideration of the safety of others that may be affected by their actions.
- Not misuse or interfere with equipment or facilities in place to ensure their safety or the safety of others.
- Comply with Wellsbourne Healthcare policies as set out in this handbook.
- Stop work where there is an uncontrolled safety risk which they consider has the potential to result in serious injury.
- Bring any safety issues to the attention of the Volunteer Support team.
- Individuals that are deemed to be acting in a manner that poses a risk

to their safety or the safety of others may be asked to leave the project.

4. Health and Safety

Wellsbourne Healthcare is committed to providing an excellent Health & Safety standard. To provide this we will:

- Complete Health and Safety Risk Assessment for each Community Health Volunteer to include their interactions with project participants one-to-one,
- Complete Health and Safety Risk Assessment for group sessions facilitated by a project support team member

5. Wellbeing

Wellsbourne Healthcare is committed to ensuring that all Community Health Volunteers have knowledge of what support is available to assist them in maintaining their physical and psychological Wellbeing. Support can be accessed via:

- East Brighton gets Heart Health Coach
- If this is not appropriate, signposting will be provided for local health and community organisations.

6. Insurance

Volunteers are covered by Wellsbourne Healthcare public and employer liability insurance.

7. Legislation and Good Practice

The Health and Safety at Work Act 1974

The Health and Safety at Work Act 1974 states that employers must look after the health and safety of anyone who could be affected by their work, which would include volunteers. They must also provide any relevant information on health and safety. This means that under both legislation and common law organisations must protect their volunteers from harm.

Health and Safety at Work Regulations 1999

Wellsbourne Healthcare has a duty of care to look at what could go wrong and what could be done to protect volunteers from injury or harm. To ensure this is done, written risk assessments will be completed, please refer to Appendix 2&3, which find potential problems, show that they have done to prevent risk and help to put safety measures in place.

Volunteer Equality and Diversity Policy

1. Introduction

East Brighton gets Heart is committed to promoting equality and diversity, providing an inclusive and supportive environment for all. In the implementation of this policy Wellsbourne Healthcare will:

- Ensure that people are treated fairly and according to only their abilities and potential, regardless of age, disability, gender reassignment or trans identity, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation, trade union membership or non-membership, socio-economic background, or any other inappropriate distinction.
- Promote diversity and equality for volunteers and value the contributions made by individuals and groups of people from diverse cultural, ethnic, socio-economic and individual backgrounds.
- Promote and sustain an inclusive and supportive environment which affirms the equal and fair treatment of individuals in fulfilling their potential and does not afford unfair privilege to any individual or group.
- Treat volunteers fairly and equally.
- Challenge inequality and less favourable treatment.
- Ensure volunteers experience a level playing field for achieving opportunities.
- Promote greater participation of under-represented groups of volunteers by encouraging positive action to address inequality.
- Promote an environment free of harassment and bullying on any grounds in relation to all staff, volunteers and participants.

2. Responsibilities

The Volunteer Support team will oversee the implementation of this policy.

3. Monitoring

This will be undertaken in respect of gender, age, race/ethnicity and

disability in relation to volunteer recruitment, retention, progression, complaints, appeals and harassment cases in order to help identify and thus address any unjustified less favourable treatment and/or inequality.

4. Recruitment

East Brighton gets Heart welcomes applications from volunteers irrespective of background. Specific positive action measures may be put in place for particular groups that are underrepresented, such as those who identify as having a disability and those from disadvantaged socio-economic backgrounds.



Safeguarding Policy

What is safeguarding?

Creating a safe and welcoming environment, where everyone is respected and valued, is at the heart of safeguarding. It's about making sure our project is run in a way that actively prevents harm, harassment, bullying, abuse and neglect. It's also about being ready to respond safely if there is a problem. Everyone in the team has a role to play in safeguarding. As part of Safeguarding we are working to a set of guidelines that are put in place to make sure that all individuals are respected, and their health, wellbeing and human rights are protected.

Why is Safeguarding important?

There are five main reasons why we have a safeguarding policy for our volunteers. They are:

1. Abuse, harassment and harm can happen to anyone – people we work with, staff or volunteers. It's not always visible and often not spoken about.
2. Abuse, harm and neglect are wrong. We have a duty to do something about it.
3. When everyone understands safeguarding and their right to be safe, people who have nowhere else to turn are protected.
4. An organisation that does safeguarding well is an organisation that is trusted.
5. The government expects every organisation to make safeguarding a priority.

Summary of our safeguarding policy:

This is a summary of what is in Wellsbourne Healthcare's volunteer safeguarding policy which is key to the project:

- The project is committed to providing a safe environment for all members of its community regardless of their age; ability or disability; gender; race; religion; ethnic origin; sexual orientation; marital status; or transgender status.

- The project has a legal duty of care to everyone in its community to ensure that they do not suffer foreseeable harm or loss.
- The project recognises that within its diverse community there may be members or visitors who are more vulnerable to risk than others at any given time, for example, adults at risk of harm. The policy represents the commitment of the project to protect or safeguard such vulnerable groups from risk of harm, abuse or neglect.
- The project is committed, through its core values of kindness, integrity, inclusion, collaboration and courage, to treat people with respect and dignity; to challenge any form of bullying, harassment, discrimination, intimidation, exploitation or abuse; and to safeguard children and adults at risk. All members of the community have an essential role to play in keeping each other safe.

Legislation:

Two laws called the 'Safeguarding Vulnerable Groups Act 2006' and 'Protection of Freedoms Act 2012' provide for the creation of a referral, vetting and barring scheme through the Disclosure and Barring Service (DBS).

How will safeguarding affect you?

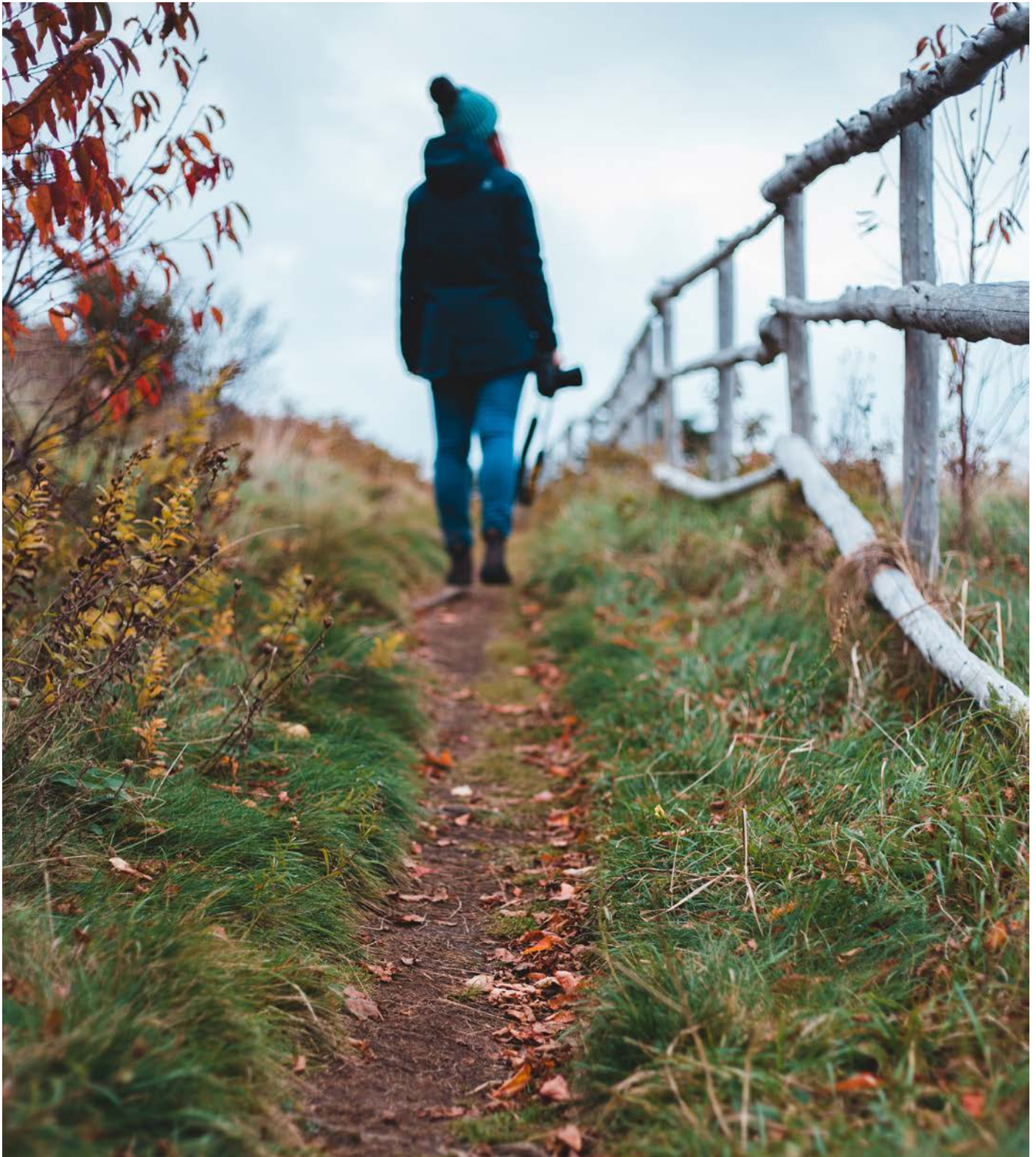
This policy will affect you as a volunteer in three main ways:

- By volunteering on this project you are making a commitment to prevent and act on cases of abuse, harm, and neglect to any participant or another volunteer. Wherever you see this you must act on it by informing a member of the project team who will then act on it appropriately.
- Because this policy has been adapted for this project you should be able to work in the knowledge that you are protected from any abuse, harm or neglect that could occur in association with your voluntary role. Whenever a team member of another volunteer sees this happening, it will be acted on and prevented

What to do in case of a breach of the safeguarding policy:

If you do experience or observe a breach of the safeguarding policy, i.e.

yourself or another volunteer/project team member experience abuse, harm, or neglect as part of this project you should immediately contact a member of the Volunteer Support Team who will manage the situation and escalate if appropriate to do so.



Volunteer Expenses Policy

1. Purpose

The East Brighton gets Heart Expenses Policy provides guidance on which expenses are to be claimed for and aims to promote a reimbursement procedure that is fair and consistent across the whole organisation.

2. Policy Statement

The East Brighton gets Heart Project greatly appreciates and values the time given by volunteers to help support our work and we are committed to ensuring that no volunteer is out of pocket because of expenses incurred whilst carrying out their role within the project.

The East Brighton gets Heart Project needs to ensure that any expenditure is relevant to our project objectives and can be fully justified, therefore all expenses should be reasonable and kept to a minimum.

It is also important that there is transparency with all payments and therefore all claims must always be supported by the relevant full receipts for auditing purposes. A receipt must be submitted along with any expenses claim made.

3. Scope

This policy applies to all Community Health Volunteers who carry out their role within the East Brighton gets Heart project.

Voluntary work experience placements, such as people on government funded work experience programmes organised through Job Centre Plus or on traineeships, are not covered by this policy. In most cases people taking part in such programmes can claim their expenses from their work experience placement provider.

The reimbursement of expenses to volunteers are only given to cover any out of pocket costs that have been incurred and do not represent any financial reward or any compensation for loss of time. Payment of expenses does not change the recipient's status as a volunteer.

4. Key Responsibilities

The East Brighton gets Heart project will value and recognise the contribution of our volunteers, and ensure there is reimbursement of agreed out of pocket expenses as per this policy.

Volunteers are expected to act honestly and responsibly and to submit fair and reasonable agreed out of pocket expenses in accordance with this policy.

5. Travel Expenses

Reasonable travel costs will be reimbursed in accordance with the following guidelines. Please note that currently the project is anticipating that the project will be run completely online/virtually however we have included points if the situation may change:

- Where ever possible the cheapest mode of transport should be used.
- If a volunteer is entitled to any kind of travel concession such as senior citizen pass or student pass, this must be used to help minimise costs to the project.
- Weekly or monthly bus or train tickets are only to be paid for if they are the cheaper option and has been agreed in advance with the Volunteer Support Team.
- Monthly bus or train tickets can only be reimbursed after the ticket or pass has been used and may not be paid for in advance. In order for the cost of a monthly ticket or pass to be reimbursed, the volunteer must have volunteered for a minimum of 16 hours per week over a minimum of four days per week.
- If a volunteer uses their own car to get to and from their site of volunteering, contribution towards car parking may be claimed for, up to a maximum of £10 per day. Payment must only be paid to cover the duration of the time volunteering and wherever possible volunteers

must use the cheapest car park available.

- A volunteer using their own car may also claim a contribution towards their mileage for the journey at the official HMRC rate, which is currently set at 45 pence per mile, but may be subject to change.
- Mileage will be capped at 15 miles each way for volunteers claiming for travel to and from the community site if required.
- When claiming mileage, you must submit either tax receipts for petrol and give detailed mileage. Or have pictures of your mileage clock just prior and at the end of your journey.
- As a rule, taxi costs may not be claimed for unless in exceptional circumstances and must be with prior authorisation of the Volunteer Support Team. Exceptional circumstances may include but are not limited to situations where it is cheaper for a number of volunteers to share a taxi, if a volunteer has particular health or mobility restrictions or where it would be unsafe for a volunteer to take another form of transport.
- Where possible expenses must be claimed for on a regular weekly or monthly basis to prevent a large cost accruing.
- Any travel expenses to be claimed that are not covered by the above guidelines must always be agreed in advance with the Volunteer Support Team.

6. Childcare Expenses

- All expenses regarding childcare need to be approved by a member of the Volunteer Support Team in advance.
- Expenses will only be refunded if a full receipt or invoice is provided from a registered childminder or crèche.

7. Stationery Expenses

Each volunteer may claim up to £10 worth of stationery for the entirety of the project. A complete receipt must be submitted when filling out an expense claim.

8. Other incurred expenses:

- The project is not able to reimburse any wear and tear or damage to

their electrical devices due to their engagement with the project.

- If a volunteer has concerns about their equipment, please talk to a Volunteer Support Team member.

9. Expenses process

- All expenses are to be claimed for by submitting an expenses form. Expense form can be found on your OneDrive or contact your Volunteer Coordinator. All claims must be accompanied by the appropriate receipts.
- Expenses must be adequately described on the expenses form and failure to do so may result in non-payment. Expense claims should be submitted promptly and should only include expenditure that has occurred within the last month.
- Any other expenses that are not covered in this policy may only be claimed for with prior agreement of the Volunteer Support Team.
- Payment will be made by BACS transfer so volunteers making a claim must provide all the necessary bank details.

10. The Consequences of non-compliance

- Any abuse or misuse of volunteer expense payments will be treated very seriously and may result in a volunteer being asked to cease their volunteering.



Resolving Problems and Concerns

The East Brighton gets Heart project appreciates all our volunteers and recognises their invaluable contribution to the project. We want to ensure that every volunteering experience is a positive, safe and rewarding one but recognise that sometimes things can go wrong. This policy outlines what should happen if there is a problem and aims to enable a quick and fair resolution for all involved. The following principles guide this procedure: confidentiality, fairness, timeliness, an opportunity to resolve any concerns informally (if appropriate) and the right to appeal.

If you have a concern or complaint about your volunteering role, another volunteer or a member of staff:

Stage 1 – Informal Discussion

In the first instance the volunteer should raise their concern or complaint informally with their Volunteer Coordinator as soon as possible. If the issue requires discussion, the Volunteer Coordinator will arrange a time with the volunteer to speak privately with them about their concern. The Volunteer Coordinator will take any concern or complaint seriously and will endeavour to try and resolve any issues informally. It is hoped that most concerns will be resolved at stage 1.

Stage 2 – Informal Discussion

If the concern involves the Volunteer Coordinator, or if the volunteer has followed the steps in stage 1 and still feels their concerns have not been resolved or properly heard, they should then contact Wellsbourne Healthcare's Practice Manager who will arrange an appointment to discuss the issues in question.

Stage 3 – Formal Procedure

If the volunteer still feels the matter has not been adequately dealt with and resolved through an informal discussion, they should put their

concern in writing to their Volunteer Coordinator. If the concern involves their Volunteer Coordinator, please address this to the Practice Manager. A meeting will then be held between the volunteer and their Volunteer Coordinator to respond to the concern raised. The meeting is an opportunity for the volunteer to explain their grievance and to share how they would like it to be addressed. The volunteer has the right to bring along someone to support them during this meeting.

Following this meeting, the Volunteer Coordinator (or other appropriate person) will give a written response to the meeting within 5 working days which will outline how the complaint will be responded to. If the complaint is against a staff member or another volunteer or requires further investigation, the Volunteer Coordinator (or other appropriate person) will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Stage 4 – Formal Procedure

If the volunteer still feels the complaint has not been responded to satisfactorily, the volunteer must raise the concern in writing with the Board of Directors of Wellsbourne Healthcare. The Board, or their representative on the Senior Management Team within the organisation will invite the volunteer to discuss the matter and to establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting.

Following this meeting the Board will provide a written response within 5 working days of the meeting outlining how the complaint will be responded to. The volunteer then has the right of appeal set out below.

Stage 5 – Right of Appeal

If the volunteer wishes to appeal against the decision made, they must appeal in writing within 5 working days of the decision being communicated to them. At this stage an Appeals Panel will be convened consisting of a East Brighton gets Heart representative who has not been involved in the complaint thus far, a member of the Senior Management Team from Wellsbourne Healthcare and an appropriate representative

from the Human Resources team from the University of Sussex. A mutually convenient date will be chosen for the Appeals Panel to meet and the volunteer will be invited to this meeting. The volunteer will have the right to be accompanied to the Appeals Panel meeting. The Appeals Panel decision will be final.

If Wellsbourne Healthcare has a concern or complaint about a volunteer:

Stage 1 – Informal Discussion

In some instances, a minor issue of misconduct may be identified by the Volunteer Coordinator as being most appropriately dealt with informally. They will discuss their concerns with the volunteer and support and encourage them to address the identified concerns. It is hoped that most concerns or complaints will be resolved at stage 1. If the Volunteer Coordinator feels that this discussion has not resolved the matter, they will then move on to the formal procedure outlined below.

Stage 2 - Formal Stage

The Volunteer Coordinator will inform the volunteer, in writing, of the concern or complaint and will invite the volunteer to a meeting to discuss it. A member of the Project Support Team may also be invited to this meeting if it is deemed appropriate and the volunteer will have the right to be accompanied to this meeting.

The aim of this meeting will be to discuss the concern/ complaint and agree a plan to address it.

Stage 3 – Formal Procedure

If, after the formal meeting with the Volunteer Coordinator and the Project Support Team member, the concern or complaint is not resolved, a meeting will be arranged between the volunteer, the Project Support Team member and the Practice Manager or other representative of the Senior Management Team. The volunteer has the right to be accompanied to this meeting. Depending on the nature of the complaint or concern, further support may be offered and an action plan may be drawn up to resolve any ongoing issues.

Stage 4 – Right of Appeal

If the volunteer wishes to appeal, the volunteer must write directly to the Board of Wellsbourne Healthcare with the reasons for their appeal. The appeal will be investigated by the Board and the Senior Management Team, or their nominees, and their decision will be communicated to the volunteer in writing within 5 working days of the meeting taking place. This decision will be final.

Exceptions

Occasionally a volunteer may be asked to stop volunteering with immediate effect. This may occur, for example, if a volunteer is thought to be under the influence of drink or drugs or involved in an act of harassment, theft, or abusive or violent behaviour.

An investigation will then take place and the volunteer will be invited to a meeting with their Volunteer Coordinator and a member of the Project Support Team to discuss the concerns. The volunteer has a right to be accompanied to this meeting.

The result may be that the concern is not upheld, a plan is agreed with the volunteer that addresses the concern or the volunteer will be asked to stop volunteering with immediate effect.

If the volunteer wishes to appeal this decision, they may appeal using the ‘Stage 4 – Right of Appeal’ procedure as set out above.



8. Volunteer FAQs

i. How do I claim expenses?

As this role is a voluntary one, volunteers are not paid for their time. However, we will reimburse volunteers expenses incurred in carrying out their role, provided the claims process is followed. You are entitled to claim travelling expenses direct from your home to the place you are carrying out any volunteer activities. Please note at this time due to the pandemic all sessions will be run remotely over Zoom. To support this process childcare expenses may be incurred and will be reimbursed provided they meet the requirements in the Expenses Policy. Expenses must be agreed in advance with your Volunteer Coordinator. Tickets and receipts must be provided in order to reclaim this money. Expenses payable by East Brighton gets Heart must be claimed promptly on a monthly basis to ensure payment. It remains the decision of the volunteer as to whether they want to claim expenses.

ii. Can I volunteer whilst on benefits?

As long as you only receive out-of-pocket expenses there should not be a problem with volunteering while on benefits. It is always good practice to inform Job Centre Plus before volunteering. If you are claiming long term sickness benefit, undertaking volunteering activities could affect your entitlement to some benefits. You must contact the Department of Work and Pensions for up to date advice before starting voluntary activity.

www.gov.uk/government/organisations/department-for-work-pensions

iii. What do I do if I receive a gift?

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give personal gifts to participants or anyone receiving services from the project. Participants sometimes wish to give gifts to volunteers to express their appreciation. If a small gift e.g. box of chocolates is given it is always good practice to receive these on behalf of the team.

iv. How do I ensure that I do not cross any boundaries?

Clear boundaries are important for volunteers and participants. We realise that volunteers may sometimes have contact with participants in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest, for example, coaching a family member or partner. If you have any concerns, please speak to your Volunteer Support Team.

v. Who do I speak to if I don't know what to do or don't understand something?

Ask a member of our Volunteer Support Team, who will help you and answer any questions you may have at any time. You will also be invited to monthly group coffee sessions where you can ask questions and receive support.

vi. What to do if you're unwell on the day you're due to meet a participant?

Please ring/email and let your Volunteer Coordinator know as soon as possible, so they can then begin finding someone else to 'cover' or re-organise your session for when you are back.

vii. How to let us know you are going away?

Please email and let your Volunteer Coordinator know as soon as possible, so that they can begin finding someone else to 'cover' or re-organise your session for when you are back.

viii. What you should do if you are worried about a disclosure that a participant/someone has made to you?

Please talk to the Volunteer Support Team, and we will ensure that the situation is handled appropriately. You can contact us by email or by phone in the case of an emergency.

ix. What do you mean by confidentiality?

Any sensitive information that you come across while volunteering, including details about our participants, families, supporters and our work, must be treated as strictly confidential. However, if you have

any concerns at all, especially about the safety of a participant or their family, please do not keep it to yourself. Let your Volunteer Support Team know in confidence and they will know how to help. Please refer to our Confidentiality Policy included in this document. We will also cover confidentiality in detail in the training you are provided.

x. What do I do with the personal information that I hear/learn about from participants?

In your volunteer role, you may have access to personal information on the project participants, staff members or other volunteers. You must only use this data when necessary, and dispose of it securely when you are finished using it. We will always make sure we keep your details safe and secure too. Training on our confidentiality and general data protection will be included in as part of your training. Also, please refer to the confidentiality policy, included in this document.

xi. What should I do if I have concerns about another volunteer?

Please talk to the Volunteer Support Team, and we will ensure that the situation is handled appropriately.

xii. What to do if I would like to make a complaint?

The relationship between Wellsbourne Healthcare and its volunteers does not imply any contract. However, it is important that the project is able to maintain agreed standards of service to its volunteers and participants. It is also important that volunteers should enjoy making their contribution to the service.

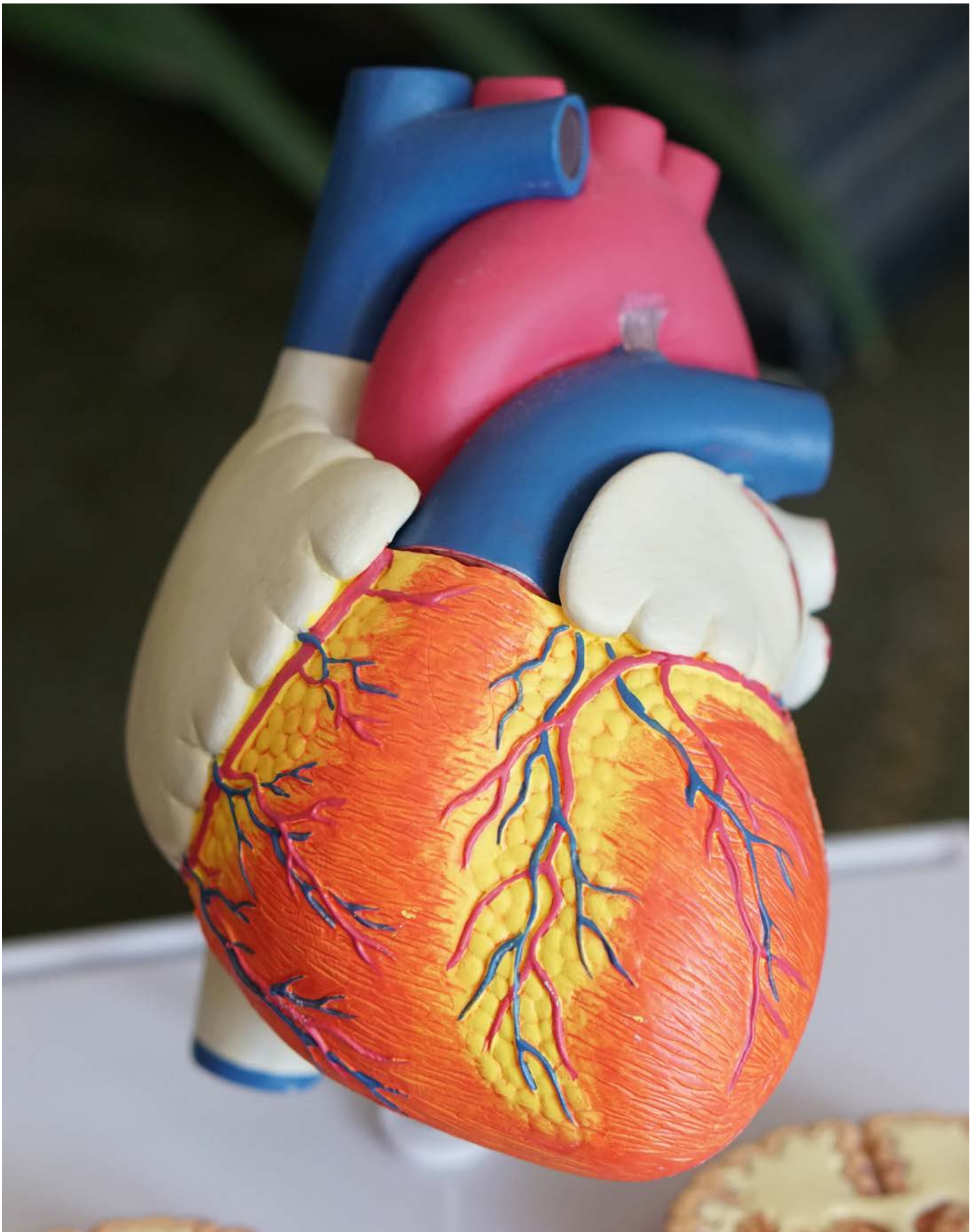
If you are concerned or dissatisfied with any aspect of your role, or if Wellsbourne Healthcare has concerns about you in your role as a volunteer, the steps will followed as per the Resolving problems and concerns prodedure.

If Wellsourne Healthcare has concerns about your role as a volunteer, it may be necessary for you to be asked to refrain from volunteering, without prejudice, while further enquiries are made.

9. Volunteer Induction Checklist

Induction task	Tick when completed
I have attended one to one hr induction session	
I have attended all four, 2-hour training sessions	
I understand the role of a Community Health Volunteer	
I have had my Induction session with a member of the Volunteer Support team	
I am clear on who to contact about my role should I have any queries	
I am clear on who to contact if I have any concerns	
I am clear on who to contact if I am unable to attend a coaching session	
I am clear how to take time off	
I have read and agree with the Volunteer Charter	
I have read and agree with the Volunteer Agreement	
I have read and agree and understand the Volunteer Confidentiality policy	
I have read and agree and understand the Volunteer Health & Safety Policy	
I have read and agree and understand the Volunteer Equality & Diversity Policy	
I have read and understand the Volunteer Safeguarding Policy	
I have read and agree to adhere to the Volunteer Expenses Policy	





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