


HANGLETON AND KNOLL'S GOT HEART PROJECT

VOLUNTEER HANDBOOK



Community Health Volunteer Handbook: A resource for volunteers

This handbook is designed as a project guide for the Hangleton and Knoll Project (HKP) Community Health Volunteers delivering a lifestyle intervention to support change for study participants around Cardiovascular Disease (CVD) lifestyle choices.



Welcome

Welcome to the SPICES Hangleton and Knoll's got Heart Project. 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.

Our 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 Hangleton and Knoll's got Heart 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.

Joanna Martindale

CEO of Hangleton and Knoll Project

Professor Harm van Marwijk

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

Contents

Below you will find all the contents for the volunteer handbook and where to find them.

Chapters	Page
1. Introduction to Hangleton and Knoll's got Heart Project	5
2. What is the handbook?	3
3. Meet the Team	6
4. What is the SPICES project/research	10
5. Aims and of the project	11
6. What has happened so far	11
7. How will we be measuring success	12
8. Image 1: Measuring Success	13
9. The importance of the role of volunteers	13
10. The Community Health Volunteer Role and Task Description	14
11. HKP Volunteer Induction	16
12. DBS checks	16
13. Start and end dates	16
14. Reliability and commitment	16
15. Coaching debrief sessions	16
16. Matching volunteers to participants	17
17. What volunteers can expect from the SPICES Project	17
18. HKP Volunteer Role Description and Agreement	18
19. HKP Policies and Procedures	18
20. Confidentiality	19
APPENDIX	
21. HKP Confidentiality Policy	22
22. HKP Equal Opportunities Policy	24
23. HKP Health and Safety Policy	29
24. HKP Safeguarding Policy	19

Introduction

1. Introduction to the Hangleton and Knoll's got Heart Project

Firstly, welcome to the Hangleton and Knoll's got 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 Hangleton and Knoll's got Heart community which improves the community's heart health by providing regular one-to-one virtual coaching sessions.

You will receive regular support and professional training to become a Community Health Volunteer. Once you have completed your training you will be paired up with people from Hangleton and Knoll 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 each person's life.

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 Hangleton and Knoll and we're looking forward to getting to know you all.

2. What is the handbook?

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

Meet the team

This project is being coordinated by a team of researchers at Brighton and Sussex Medical School (BSMS) in partnership with The Hangleton and Knoll Project. Below are the names and contact details:

Volunteer Support Team



Clare Hopkins- SPICES Volunteer Coordinator - The Hangleton and Knoll Project

Email: clare.hopkins@hkproject.org.uk

Website: www.hkproject.org.uk.

Mobile: 07422692845, 9-3pm Mon-Thursdays

(Alternative emergency contact only: Claire Johnson

Tel: 01273 410858)

Volunteer supervision and support / Participant engagement

- HKP Volunteer inductions
- HKP Volunteer supervision to include 1-1 supervision to support volunteering role, experience and wellbeing
- Supporting the recruitment process of participants using co-design with Volunteers and HKP community networks
- Manage the SPICES volunteers – primary contact, arranging the logistics of the sessions from the volunteer perspective - where / when and making sure everyone knows the plan, point of contact if you can't make a session etc.
- Point of contact if participant can't make a session etc.
- Be available via email or phone should volunteers have any non-urgent questions/feedback prior to or after a session. Voicemails and emails will be responded to within 24hours or next working day.
- Emergencies arising during a coaching call will be responded to immediately. (Monday-Thursdays 9am-3pm) Alternative emergency contact is Claire Johnson.
- Arranging monthly group volunteer group support sessions

BSMS Project 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 HKP
- Project / intervention design
- Project coordination and management
- Production of project documentation
- Management of research components of the project, i.e. questionnaires, interviews, focus groups
- Supporting the recruitment process of participants using co-design with Volunteers and HKP community networks

BSMS Health Coach Support



Kat Frere-Smith

Health Coach

based at BSMS

Training/Coaching and other support

- Ongoing coaching support and advice via email after the initial training
- Attending monthly group volunteer group support session
- Offer debriefing opportunities post sessions, relating to coaching related issues
- Available via email should there be any coaching related questions once volunteers have completed their training

Project Support Team



Linda Silver

Project administration – BSMS

Email: Linda.silver@bsms.ac.uk



Katie Goddard

Project administration – BSMS

Email: Katie.goddard@bsms.ac.uk

- Booking of sessions - making sure they work for both the volunteers and the participants
- Arranging the logistics of the sessions from the participant perspective - where / when and making sure everyone knows the plan
- Provide IT support for volunteers and participants
- Sending email reminders for Zoom appointments (7 and 2-day reminder emails, and the debrief/communication offer email post sessions)

Project 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

Provide leadership and oversight for the project



Prof Harm Van Marwijk

Head of Primary Care and Public Health at BSMS



Dr Elizabeth Ford

Senior Lecturer in Primary Care Research at BSMS



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www.bsms.ac.uk/spices

What is SPICES?

4. What is the SPICES study/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. BSMS is one of five sites across Europe. It is a project funded by the European Commission through the Horizon 2020 research and innovation action. Locally we are referring to the project as the Hangleton and Knoll's got 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.



5. Aims of the project

The aim of the Hangleton and Knoll's got Heart 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 (medium) of heart disease. If their risk is high they are unable to take part and we will refer them directly to their GP. You can find this survey on our website or follow the link:
<https://is.gd/SPICESSUSSEX>

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 BSMS are also focussed on gathering some information on how well the coaching works. We want to answer two questions: does the Hangleton and Knoll's got Heart 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.

6. 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 Hangleton and Knoll we are working closely with the Hangleton and Knoll Project. We have run two co-design sessions with potential volunteers from the Hangleton and Knoll area, which have resulted in valuable insight and feedback.



7. How will we be measuring success?

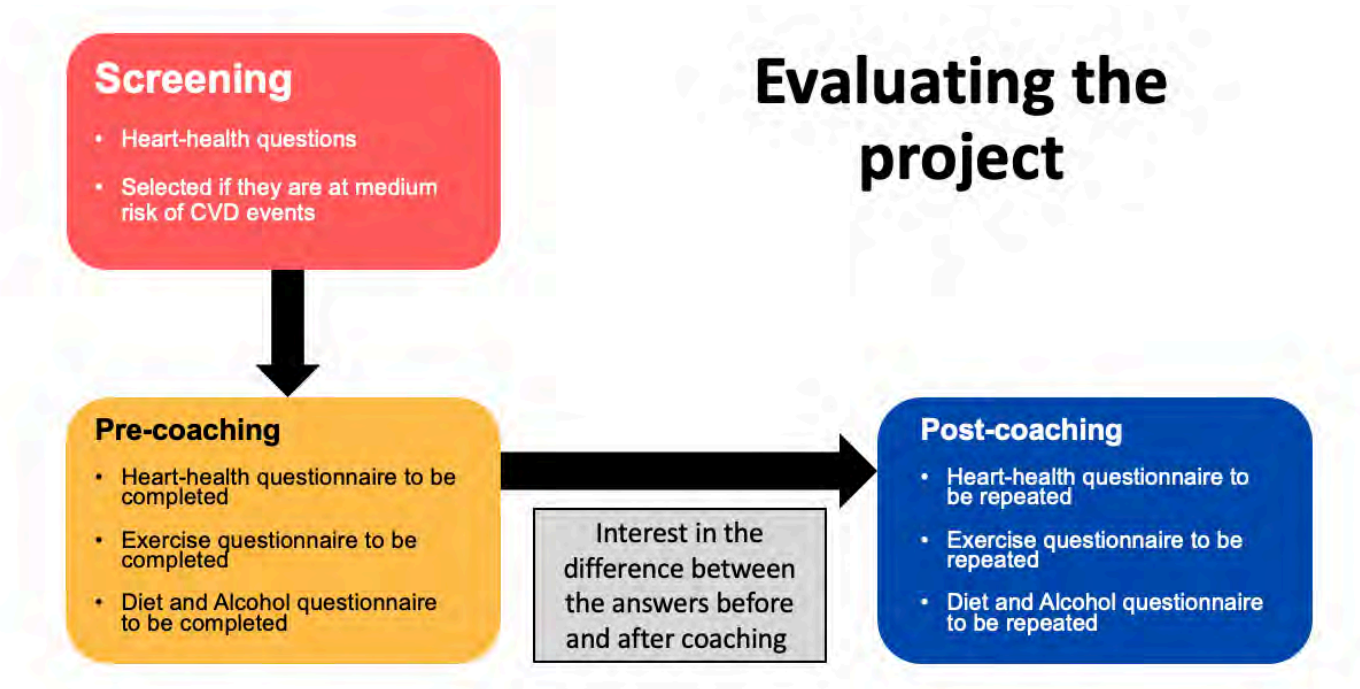
Image 1 shows how we are measuring success in this project. Participants are being recruited through an online survey at the 'Screening' stage. We will then match them up with Community Health Volunteers if they are eligible. The participant will then complete 3 questionnaires prior to starting the coaching sessions with the Community Health Volunteer. This is known as the 'pre-coaching' stage. The participant will meet with the Community Health Volunteer once a month for 6 months. Six months later prior to the last coaching sessions the participant 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' stage. The questionnaires we will be using 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.

8. Image 1: Measuring Success



9. The importance of the role of volunteers

The Community Health Volunteers are so important in our 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.

The Community Health Volunteer role

10. 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.

Month	Task	Description of task
January	One to one HKP Volunteer Induction -Clare	You will attend a 1.5 hr induction session via Zoom. We will go through the Hangleton and Knoll's got Heart Project Volunteer handbook, Volunteer role and agreement, Policies, Risk assessments etc.
February	Training intro Session HKP and BSMS- Kendelle (National Centre for Behaviour Change) and Clare Training Provided by Kendelle – NCBC, HKP and BSMS	Attend the Training Intro session - 1 hr You will then attend 4 sessions that last 2 hrs, these will be held virtually on Zoom.
March	Support given to identify and recruit possible participants - HKP Support with participant screening and matching- BSMS and HKP	Identify possible participants in your community networks Design publicity and process
April/May	Support given to arrange coaching sessions via Zoom with participants by BSMS Send appointment reminders etc. First one-to-one sessions with a participant	Book in monthly Coaching sessions with your matched participants and work out practicalities for sessions, paperwork etc. You will discuss their answers to three questionnaires about their heart health. You will then set behaviour change goals with them using skills learnt during your training. This session will last approx. 1 hour. Please refer to Volunteer Training Handbook for detail on the structure of the coaching sessions.

Month	Task	Description of task
April/May	<p>Follow up one to one sessions with a participant- 6 months period</p> <p>Final one-to-one session with a participant</p> <p>Ongoing support available:</p> <ul style="list-style-type: none"> • Clare will provide 1-1 supervision and support around your role, experience and wellbeing • Clare is your first point of contact for any concerns/ queries • Kat will provide health coaching advice and support <p>Monthly Volunteer coffee mornings with Kat and Clare</p> <p>Debrief sessions with Kat</p>	<p>These sessions are to track their progress on their goals and coach them around how they can improve in the future.</p> <p>These sessions will last approx. 1 hour</p> <p>Chance to discuss questionnaire results from the end of the intervention compared to those at the start, have there been any successes which show how lifestyle changes made have hopefully improved their health and reduced their risk of CVD?</p> <p>Find out how they have found the overall experience of taking part in Hangleton and Knoll's got Heart Project. This session will last approx. 1 hour.</p> <p>The Volunteer Support Team will be available to answer any queries you may have.</p> <p>These will be run by a member of the Volunteer Support Team and are optional open 1-hour sessions for you to chat with other volunteers and share what is going well.</p> <p>After each coaching session you'll receive an email from Katie and Linda that will ask if you'd like a debrief session with Kat related to coaching related queries/ issues. Alternatively, it will remind volunteers that they can email and get in touch with Clare with any other questions they have or to just have a general chat about how it went.</p>
Autumn/ Winter 2021	End of project session	Before the end of the project we will ask you to have a 1-hour meeting with a member of the project team to discuss the project and collect any feedback/comments you may have.

11. HKP Volunteer Induction

Now that you've joined the Hangleton and Knoll's got Heart Project as a HKP Volunteer, we want to do all we can to help you settle in to your new volunteering role. Please use the HKP Volunteer Induction session with Clare the SPICES Volunteer Coordinator as an opportunity to ask any questions you may have and to highlight any areas you would like further training and support in.

12. DBS Checks

A Disclosure and Barring Service (DBS) check will also be carried out if you are paired with a vulnerable adult. We will contact you if this is required. The DBS will be organised by The Hangleton and Knoll Project.

13. 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.

14. 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.

15. Coaching debrief process

After each coaching session you can organise a debrief session from Kat who provides the Coaching Support. You can email her directly to organise this. If it's urgent you can call the HKP team (please refer to the contact details of the team on page 3) Please note this is only for urgent issues where something needs to be addressed), if not we'll organise a time to do it shortly afterwards. 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.



16. Matching volunteers to participants

The booking process will be managed by the Volunteer Support team and will go through the following stages:

- **Your Preferences:** You will list your general availability and time commitment through the volunteer preference form which you have already been sent.
- **Matching with participants:** We will be screening for participants. 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.
- **Booking the first session:** We will get in touch with you and your matched participant 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.
- **Reminders:** We will send you a reminder 2 days before your first coaching 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.

17. What volunteers can expect from the Hangleton and Knoll's got Heart Project

- Always treat you with respect, consideration and appreciation, making sure you have the best possible experience.
- Ensure you understand the responsibilities of your role and project policies.
- We will give you appropriate training and induction for your role.
- You will receive a Certificate from National Centre for Behaviour Change

(NCBC) after successfully completing the training.

- We will provide you with opportunities to develop your skills.
- We will support you with debrief sessions and by holding regular meetings and informal discussions.
- We will provide fair, honest and timely feedback regarding any concerns that may arise.
- We will update you on how your contribution makes a difference to people in your community.
- We will create a safe and respectable environment.
- We commit to never forgetting the enormous contribution you are making.
- We will offer you a reference after 3 months of volunteering, provided by the Project Team.
- We will provide you with opportunities for you to give us feedback throughout the project.
- We will invite you to the evaluation event at the end of the study.

18. HKP Volunteer Role Description and Agreement

This volunteer agreement is not intended to be legally binding and instead sets out our hopes and expectations for your volunteering experience. Volunteers are an important and valued part of the Project. 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. Please read prior to your HKP Volunteer induction session where we will check you are happy with the agreement.

See separate Hangleton and Knoll Volunteer Role Description and Agreement Document.

19. HKP Policies and Procedures

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.

**Please refer to the HKP Policies for further information:
Confidentiality, Equal Opportunities, Health and Safety and
Safeguarding in the APPENDIX**

Please read through these Policies, and ask a member of the Volunteer Support Team or the Project Support team if you're unsure about any aspect of it.

20. Confidentiality

During your role as a Hangleton and Knoll's got Heart Project HKP 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 the Hangleton and Knoll's got Heart Project 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 the Hangleton and Knoll's got Heart Project 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.

Confidentiality in practice

Everyone working on the Hangleton and Knoll's got Heart Project will already be aware of when it is appropriate to keep information confidential. The following bullet points are intended to serve as a reminder:

- Data Protection (GDPR) BSMS use a cloud based system so that

all documents are kept secure and protected as required. Each Volunteer will have access to a folder on BSMS OneDrive this is where all paperwork needs to be filed, you must not email documents with personal information at any time. You will be sent the link to your individual OneDrive folder prior to the training beginning, and if you need any IT support this is available.

- 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 identifiable information and destroyed once you no longer need it. Personal identifiable information may be shared via the OneDrive as it is a secure cloud-based sharing system.
- Volunteers can share verbal information with their HKP 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 roll.
- 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 all identifying information must not 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 the Hangleton and Knoll's got Heart Project
- 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).



Appendix

21. Confidentiality Policy (HKP)

During your role as a SPICES Project volunteer, you may have access
The Hangleton & Knoll Project Handbook E3

To be used in conjunction with Safeguarding and Data Protection Policies

1. Any information or documents provided to the Employee, Volunteer or Trustee by The Hangleton and Knoll Project (HKP) shall be and shall remain the HKP's exclusive property and the Employee undertakes and agrees:
 - a. to maintain strict confidentiality in respect of all such information and documents and use them only for the purposes of HKP and for no other purpose; and
 - b. on request immediately to return all such information and documents to HKP
 - c. These are continuing obligations and shall continue in full force and effect during an employment term and for a period of two years after its termination.
 - d. The obligations of confidentiality shall not apply to any information or material which the Employee can prove was in the public domain at the time of receipt by the Employee.
2. No confidential issue is to be discussed with, or revealed to, any person or organisation outside The Hangleton and Knoll Project except:
 - a. with the express permission of the person or persons seeking counsel or help
 - b. where the worker believes that the person is imminently intent on an act of self-harm or of significant harm to self or to another.
3. In cases as outlined in 2a and 2b these principles will be followed:
 - a. in the course of discussion, if the worker feels that information is likely to be revealed that could make continued confidentiality impossible, the person
 - b. shall be immediately informed of the implications of continuing to reveal such information



- c. where information is to be revealed to any individual or organisation outside HKP, the exact nature of such information and to whom it is to be revealed must be disclosed to the person. Workers will regard it as a priority to support and encourage people to reveal such information for themselves.
4. In implementing this policy, the following need to be borne in mind:
 - a. This policy applies to all involved in HKP, whether they are in worker or management roles, paid or voluntary
 - b. If any member of staff or a volunteer fears for the safety or welfare of a person or for their own protection, they must inform their line manager or the Safeguarding Officer immediately. If the Safeguarding Officer (currently the Chief Executive Officer) is unavailable, the employee or line manager will take a lead and make sure all necessary steps are taken by the organisation and that the worker is fully supported. The line manager is either the Community Development Coordinator, Youth Coordinator, Learning and Arts Coordinator or Chair/Vice-Chair
 - c. All staff should encourage adults and young people to report incidents themselves to the appropriate authorities and support them through this process. Line managers must support workers to do this. A full record should be made of any Safeguarding or Child Protection concerns; or any other matter where confidentiality may be breached
 - d. Discussions/emails where confidentiality is an issue should emphasise the factual and avoid anecdotal information
 - e. Full consideration should be given as to how records are maintained in line with legal guidance about how long the information will be stored, how the information will be stored and for what purpose. The subject/person that the information is about should be kept informed at each stage. Further information is contained within the Project's Data Protection Policy.

Any information received is to be regarded as confidential within the organisation. It may only be shared with other authorised staff with respect and discretion.

Approved: June 2017 Updated: Sep 2019

22. Equal Opportunities Policy (HKP) The Hangleton & Knoll Project Handbook E7

Introduction

The Hangleton and Knoll Project (HKP) recognises the existence of discrimination against people based on particular characteristics or beliefs. This policy sets out the steps taken by the project to prevent discrimination in the services and support it provides and in employment.

1. Aims

1.1. This policy details the objectives for the management of equal opportunity for employees, clients and job applicants of the HKP. The Project exists to close the opportunities gap and tackle inequality for all who live and work in the Hangleton & Knoll area.

1.2. The aim of the policy is to fulfil legal and other obligations by ensuring that everyone involved with the organisation is treated fairly regardless of age, gender, marital status or civil partnership, race, disability, sexual orientation, religious beliefs, parental rights, carer responsibility, (the protected characteristics as set out in the Equality Act 2010) and in addition their employment status, UK National status, socio-economic status, irrelevant convictions or other conditions not justified in law or relevant to the provision of service or performance of the job.

1.3. This policy and the associated arrangements shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

1.4. The Project (HKP) recognises that discrimination and victimisation is unacceptable and that it is in the interests of the charity and its employees to utilise the skills of the total workforce. It is the aim of the charity to ensure that no employee or job applicant receives less favourable

facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of the protected characteristics as set out in section 1.2 of this policy.

1.5. All clients, employees and potential employees will be given equal opportunity in service provision, work opportunities and training, where appropriate, to advance their careers.

1.6. All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

1.7. All Project staff will not discriminate directly or indirectly, or harass any people or communities because of any protected characteristic as set out in section 1.2 of this policy in the undertaking of any of the charity's activities.

1.8. The Project aims to actively promote and implement the Equal Opportunities policy to provide an environment that respects the dignity of any individual involved with the organisation.

1.9. Harassment or discrimination of employees or clients based on any of the characteristics listed in section 1.2 of this policy is not permitted. Behaviour by any employee, volunteer or client contrary to this policy will result in action being taken which could involve dismissal from employment, training or service provision.

2. Accountability

2.1. The Hangleton & Knoll Project commits to:

- Creating an environment in which individual differences and the contributions of all our staff are recognised and valued
- A working environment where every employee or volunteer promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated
- Ensuring training, development and progression opportunities are available to all staff
- Promoting equality in the workplace which the Project believes is good management practice and makes sound business sense
- Reviewing all employment practices and procedures to ensure fairness

- Taking seriously any breaches of this policy and will be regarded as misconduct which could lead to disciplinary proceedings
- Diversity in the Project's governance reflecting all of Hangleton & Knoll's communities
- A management team and management committee that fully supports the content of this policy
- Ensuring that all people receive a positive reception from the initial point of contact
- Delivering services that are accessible and available at a time and places that is convenient for all people
- Offering information, advice and guidance that is impartial and relevant to a person's particular needs
- Producing promotional material that includes positive statements and images that fully reflect the diversity of Hangleton & Knoll's different communities
- Employing and developing staff to have the required skills and experience to support all our people and communities

1.2. The Chief Executive Officer (CEO) is responsible for ensuring the effective implementation & operation of this policy. The CEO will ensure that the policy is understood and implemented across the breadth and depth of the Project. Trustees/Directors and senior staff will ensure that they and their staff operate within this policy and arrangements; and that all reasonable and practical steps are taken to avoid discrimination.

2.3. Each manager will ensure that:

- All their staff are aware of the policy and the arrangements, and the reasons for this policy
- Grievances concerning discrimination are dealt with properly, fairly and as quickly as possible
- Proper records are maintained
- Copies of this policy will be available to all staff and the manager will arrange for the implications of the policy and its obligations - which fall on all employees and volunteers - to be properly explained to them.

2.4. The CEO will be responsible for monitoring the operation of the policy in respect of employees, volunteers and job applicants.

a. Every single staff member is responsible for ensuring that there is no unlawful discrimination and the attitudes of staff are crucial to the successful operation of fair employment practices. In particular, all of staff should:

- Actively promote good practice in the community and in any associated projects by sharing this policy and ensuring people involved with associated projects fully understand this policy and its arrangements
- Comply with the policy and arrangements
- Not discriminate in their day to day activities or induce others to do so



- Not victimise, harass or intimidate other people who have, or are perceived to have, one of the protected characteristics set out in section 1.2
- Ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic
- Inform a manager if they become aware of any discriminatory practice.

b. Third party harassment occurs where a Project employee or volunteer is harassed in relation to a protected characteristic as set out in section 1.2 of this policy by a third party such as a client or service user. The Project will not tolerate such actions against any staff or volunteers and the employee or volunteer concerned should immediately inform a manager. The Project will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

c. All employment policies and arrangements have a bearing on equality of opportunity. The Project's policies will be reviewed regularly and any discriminatory elements removed. This Equal Opportunities policy sets out organisational values and principles that will be applied across all policies and procedures.

3. Access to services

d. HKP exists to provide a service to Hangleton and Knoll, it's residents and Community Groups. Staff will ensure that they treat all users with respect and dignity. Where service users have particular needs, we will do everything possible to meet these needs.

e. St Richard's Community Centre is fully accessible to wheelchair users, a wheelchair lift is available to access the upper floor, to project offices and our IT Suite, wide doorways and passages throughout, and accessible toilet.

f. In both St Richard's Community Centre and Hangleton Community Centre events are held on the ground floor where there are no changes to levels, wide doorways and passages throughout, and accessible toilet.

g. Equipment is available in our IT suite including a magnifying glass, large wheeled mouse and keyboard. Earphones are also available.

h. HKP will keep the cost of events, activities and courses as low as possible in order to make our events, activities and courses accessible to

as many residents and community groups as possible.

i. Our publications are written in plain English and will be made available in both hard and soft copy where funding allows or upon request.

j. We are committed to making the content of our website as accessible to as many people as we can by ensuring that it is compatible with screen readers wherever possible.

23. Equality in employment

a. We intend to ensure equality in employment. No job applicant or member of staff will receive less favourable treatment on the grounds of a protected characteristic that they might have.

b. Recruitment

- Vacancies are advertised through notices and leaflets in both community centres used by residents and community groups. On our website, through our E Newsletter, via Voluntary Sector email listings and as appropriate to each individual vacancy.
- Job applicants are given information about the access details of the building and are offered any assistance necessary in attending and interview, if shortlisted

c. Employment

- Staff training is planned and implemented with the aim of achieving equal levels of skill and knowledge among HKP staff
- Arrangements for leave additional to the staff employment contract will be agreed by the CEO and if applicable the Management Committee on a case by case basis within an overall framework of aiming for equality for all staff while accepting the need to keep the services and support of HKP running.

24. Equality and diversity training

a. All staff are expected to attend relevant equality and diversity training. There is a particular need for staff to be up to date with any legislative changes as directed by the Chief Executive Officer and/or the management committee.

b. Equality information is also included in staff induction programmes. Equality matters are a standing item in supervision and annual appraisals.

25. Equality monitoring

- a. The Project deems it appropriate to state its intention not to discriminate and assumes that this will be translated into practice consistently across the organisation as a whole.
- b. Accordingly, a monitoring system is used to measure the effectiveness of the policy and arrangements.
- c. This system involves the routine collection at the point of application and analysis of information on employees by gender, marital or partnership status, ethnicity, sexual orientation, religion or belief, pay grade and length of service in current pay grade.
- d. The Project will maintain information on staff who have been involved in key policies including disciplinary, grievance and bullying or harassment.
- e. Where appropriate, the Project will complete an Equality Impact Assessment on any new policy or service; or an amendment to any existing policy or service.



26. Grievances or disciplinary action

- a. Employees have a right to pursue a complaint concerning discrimination or victimisation using the Project's Grievance or Harassment procedures.
- b. Discrimination and victimisation on any person or community will be treated as disciplinary offences and they will be dealt with under the Disciplinary procedure.

27. Policy review and revision

- a. The effectiveness of this policy and associated arrangements will be reviewed in line with the Project's Governance Framework.
- b. Any change in policy or procedure must be agreed by the Project's management committee. Governance is a standing item on each agenda.

Board of Trustees approved at MC meeting 20.9.16

Updated and approved at MC meeting 23.9.19

23. Health and Safety Policy (HKP) The Hangleton & Knoll Project Handbook F4

Health and safety policy statement and Health and Safety at Work Act 1974

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities, by appropriate assessment
- to consult with our employees on matters affecting their health and safety
- to provide and maintain safe offices and equipment
- to provide information, instruction and supervision for employees
- to ensure all employees are competent to do their tasks, and to give them adequate training
- to prevent accidents and cases of work related ill health
- to maintain safe and healthy working conditions, and
- to review and revise this policy as necessary at regular intervals.

Policies to be read alongside the Health & Safety policies

- Lone Worker
- Safeguarding

These policies must be read alongside of this Health & Safety policy to understand our full policy and to ensure the health and safety of all our staff, volunteers and those with whom we work.

This policy is subject to review at least every 3 years or in light of any legislative changes that may come into force. From Sep 2014

Updated and Approved: 2016

Updated: Sep 2019

Responsibilities

As the employer we have overall responsibility for health and safety. Employees also have legal responsibilities to take care of the health and safety of themselves and others, and to cooperate with you to help you comply with the law.

1. Overall and final responsibility for health and safety is that of:

Name : Joanna Martindale

Position: CEO

2. Day to day responsibility for ensuring this policy is put into practice, including posters and information through line management is delegated to:

Name : Helen Baxter (YT); Claire Johnson (CD); Lulu Russell (M & A);

Nicole Monney Routes/Arts

Position: Responsible Person

3. Please specify the staff member responsible for ensuring all staff are aware of the following Health and Safety requirements:

- to cooperate with supervisors and managers on health and safety matters
- not to interfere with anything provided to safeguard their health and safety
- to take reasonable care of their own health and safety, and

- to report all health and safety concerns to an appropriate person through line management

Name Joanna Martindale (& Senior Workers)

Position CEO

General Arrangements

1. Health and safety risks arising from our work activities

Name: Claire Johnson; Helen Baxter; Nicole Monney Position: Senior Workers

Will be responsible for:

- ensuring that all necessary Risk assessments are undertaken
- reporting all necessary findings of risk assessments being undertaken
- ensuring action is taken to remove/control risks
- ensuring risk assessment procedures are reviewed annually or when the work activity changes, whichever is soonest.

2. Accidents and First Aid Treatment

Name: Claire Johnson; Helen Baxter Position: Senior Workers

Joanna Martindale/Lulu Russell: will be responsible for reporting to HKP Insurers

- are responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority (HSE or your local authority depending upon where you work). All accidents and cases of work-related ill health are to be recorded in the accident book
- are responsible for overseeing the completion of an accident/Incident report form and that once completed it is sent along with copies of the appropriate documents to the Management & Admin office for reporting to HKP Insurers and central filing.
- are responsible for investigating accidents
- are responsible for investigating work-related causes of sickness absences
- are responsible for acting on investigation findings to prevent a recurrence

- are responsible for reporting near misses and spot checks

First aid boxes are kept at:

Location: YT Office; CD Office, IT Suite at St Richard's Community Centre
M & A Office St Helen's Parish Offices

The appointed person(s)/first aider(s) is/are:

Name:Helen Baxter

Name:

Name:Claire Johnson

3. Information, Instruction and supervision

Name: Claire Johnson (CD) ; Helen Baxter (YT) ; Lulu Russell (M & A/CL)

Position: Responsible Person

The Health and Safety Law poster is displayed at all office bases. The Health and Safety Policy is available in the staff Handbook and leaflets are available, kept in the first aid boxes at each office.

Health and safety advice is available from: please see posters, Line Managers as before

Supervision of young workers/trainees will be arranged/undertaken/monitored by

Position: Line Managers

4. Health and Safety Induction

All employees will be given health and safety information during their induction. This will cover basics such as first aid and fire safety and role specific health and safety training/information.

We will also provide health and safety training if risks change.

Name Joanna Martindale (Senior Workers)

Position CEO

- shall ensure that appropriate Health and Safety Induction training is provided for all employees
- shall ensure job specific health and safety training is provided
- Health and Safety Training records are kept up-to-date
- that appropriate Health & Safety Training is identified, arranged and monitored through line management supervision.

5. Monitoring

We actively monitor our activities and operational practices.

Name: Claire Johnson (CD) ; Helen Baxter (YT) ; Lulu Russell (M & A HaKIT)

Position: Responsible Person

Will be responsible for checking working conditions, and ensuring that safe working practices are being followed.

Emergency procedures

1. Fire and Evacuation

- are responsible for ensuring the fire risk assessment is undertaken and implemented (as above).
- escape routes are checked (as above)
- fire extinguishers are maintained and checked (as above)
- alarms are tested (as above)
- emergency evacuation will be tested at least annually (as above).

Emergency procedures are checked and updated annually by the Landlords. Emergency procedure instructions are displayed in all project offices

St Richard's Church & Community Centre Manager Gerard de Nervaux
01273 414483

St Helen's Parish Offices: Fr Keith Perkinton 01273 413044

Events and Activities

1. Organised Activities

- all workers will ensure that a parental consent form is filled in and completed prior to the event.
- staff working with children are advised to familiarise themselves with the current legislation, as found in Brighton & Hove Social Care & Health Index for Child Protection Procedures and the Hangleton & Knoll Project Child Protection Policy
- this informs part of all staff inductions and is available through your line manager or the Hangleton & Knoll Project Handbook.

2. Safety at events organised by The Hangleton & Knoll Project Staff
At any event or activity organised by or on behalf of The Hangleton & Knoll Project, all health and safety regulations should be observed; it is the duty of the organisers to do so.

NB: Some of these responsibilities may be delegated to a third party such as Red Cross/St. John's Ambulance/Police in which case these agencies should assist in the completion of the Checklist for Activity/Event.

- it is the responsibility of the event organiser to ensure that the event is organised in a safe manner and that a risk assessment is carried out and recorded in writing
- the event shall be organised in accordance with H & S legislation and all who have (to any extent) control of the premises or site of the event are responsible for ensuring that:
 - Everything reasonably practical is done to ensure the health, safety and welfare of those attending, they conduct themselves so that they do not put themselves or anyone else at risk.

3. First Aid Kit - a first aid kit will be taken to, or available at, each event
The event organiser must always be aware of the nearest available telephone and the nearest hospital with accident and emergency facilities. These details should be written down and kept with the first aid kit.

- accident procedure - the event organiser and his/her assistants should have a procedure in place in case of an accident. This would include summoning assistance, guiding emergency vehicles from the nearest public road, etc. (See risk assessment forms for a checklist.)
- food hygiene - caterers must comply with the local Environmental Health Department legislation. All staff that come in contact with food to hold current Food Hygiene Certificates

The event organiser should ensure:

- safe access to and egress from the site
- safe movement of all vehicles connected with the event
- kitchen space is used safely
- safe use of electrical equipment particularly securing trailing leads
- proper toilet and washing facilities are available appropriate for the

- number of people attending
- that there is adequate insurance covering the event and if applicable The Hangleton & Knoll Project Insurers are informed and have confirmed that there is adequate cover.

4. Safety at events organised by Other Organisations / Individuals at which The Hangleton & Knoll Project Staff are present

Many event organisers, particularly Community Groups or individuals, may not be as aware of health and safety issues as members of The Hangleton & Knoll Project staff. Whenever possible staff should encourage organisers to complete and place on record a check similar to the Checklist for Activity/Event.

In the event of the organiser being unable or unwilling to complete this form, the member of staff involved in the event should record this in the minutes of a meeting or similar report.

Failure to comply

The maintenance of satisfactory standards of Health and Safety is a legal requirement for all employers and employees. If, for any reason, employees fail to carry out reasonable instructions in relation to Health and Safety or if rules are not followed, disciplinary action may be taken against them.

The Hangleton & Knoll Project Management Committee and Chief Executive Officer wishes to ensure that all staff are aware that they are all involved in preventing accidents and ill health in the workplace. Safety involves everybody and requires the full co-operation of all managers and employees.

Updated and Approved: 2014

Updated: 2016

Checked & Updated: 2019

24. Safeguarding Policy (HKP)

The Hangleton & Knoll Project Handbook E10

Child Protection and Adults at Risk

It is the Duty of Care of the Hangleton & Knoll Project to ensure that any

children, young people and adults at risk who are participating within our service are safe from harm and exploitation.

The protection from abuse, neglect, exploitation and wellbeing of children, young people and adults at risk is a paramount consideration when providing services. The Project aim to provide an environment that ensures people are safe from potential abuse and will respond to any suspicion of potential abuse in a way that respects the person's dignity and reinforces responsibility to the children and young people and adult at risk.

Lead Officer: Joanna Martindale CEO

These safeguarding duties apply to any child, young person or adult at risk who:

- has needs for care and support
- is experiencing, or at risk of abuse or neglect
- as a result of age or those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

The Project endeavours to do this by ensuring policies and procedures for working with vulnerable adults include:

1. Ensure that all employees (voluntary or paid) are aware of the fact that such work is exempt from the provision laid down in the Rehabilitation of Offenders Act 1974 and will therefore be subject to a Disclosure and Barring check prior to starting work.
2. Require all potential employees to provide references, attend interview agree to an Enhanced DBS check and to work for a probationary period. Qualification certificates will be required and past employers will be contacted directly.
3. Recruit, train and supervise its employees and volunteers to adopt best practice to safeguard and protect children, young people and adults at risk, which will help them recognise and respond to suspected abuse whether physical, emotional, sexual or as a result of neglect. Offer ongoing training to all employees involved with the care and education of children, young people and adults at risk,
5. Never allow an unregistered (i.e. not DBS checked) adult to work

alone with a child, young person or adult at risk.

6. Require all staff/ volunteers to adopt and abide by the Project's code of conduct, procedures and policy, outlined in the Hangleton & Knoll Project Staff Handbook.
7. Treating children, young people and adults at risk as individuals entitled to dignity and respect
8. Promoting effective partnerships amongst all those involved with children, young people, adults at risk and including where appropriate parents/carers to improve children and young people's welfare
9. Respond to any allegations appropriately and implement the appropriate disciplinary, allegations and reporting procedures
10. To see that the needs and interests of the child, young person or adult at risk are paramount
11. To ensure all staff in contact with vulnerable adults receive an enhanced Disclosure and Barring (DBS) clearance and hold relevant qualifications and certification
12. To appoint a lead officer usually the CEO who will take specific responsibility the protection of children, young people or adults at risk and act as the main point of contact
13. To maintain and regularly review the child protection and adults at risk policy, procedure and guidelines, including actions to be taken in the event of an allegation of abuse by a member of staff
14. To ensure that confidentiality is upheld in line with GDPR 2018 and human rights act 1998.



Definitions

All staff need to note the following definitions and pass on any concerns to the Lead Officer of the Hangleton & Knoll Project.

A 'child' or 'young person' refers to people under the age of 18 or up to 21 with certain special educational needs. The Children Act 1989 covers all children under the age of eighteen.

Enquiries (under S47 of the Children and young people Act 1989) are likely to take place where the local authority has "reasonable cause to suspect that a child who lives or is found, in their area, is suffering, or is likely to suffer significant harm".

Adult at Risk are: "People with learning disabilities, mental health problems, older people and people with disability or impairment are included within this definition, particularly when their situation is complicated by additional factors, such as physical frailty or chronic illness, sensory impairment, challenging behaviour, drug or alcohol problems, social or emotional problems, poverty or homelessness." (Law Commission Report 231.1995). Care Act 2014 - Definition of adults at risk
The Care Act 2014 defines an adult at risk as:

- someone over the age of 18 who has a need for care and support
- someone who is experiencing or is at risk of neglect or abuse

As a result of the above needs, the adult is unable to protect himself or herself against the abuse or neglect, or the risk of it.

Awareness of Abuse

Who is most likely to be abused?

An example of an adult who may be more susceptible to risk and abuse is:

- someone who has a learning disability, physical disability and/ or a sensory impairment
- someone who is experiencing domestic violence, or is a victim of a forced marriage or modern slavery
- someone who misuses substances or alcohol
- someone that has a mental health condition or disorder including

eating, hoarding or personality disorder

- someone who is elderly and frail due to ill-health, physical disability or impairment of their mental health (including dementia)

Abuse maybe described as: “an act, or failure to act, by the person responsible for the care of the child. It may involve cruelty, exploitation or neglect.”

Abuse may take any of the following forms:

“Physical Injury”: This may be: actual or likely physical injury to a child or young person, or failure to prevent physical injury (or suffering) to a child or young person, including deliberate poisoning, suffocation and Munchausen’s syndrome by proxy.

“Neglect”: The persistent or severe neglect of a child or young person, to protect a child or young person from exposure to any kind of danger, including cold or starvation, or extreme failure to carry out important aspects of care, resulting in the significant impairment of the child’s or young person’s health or development, including non-organic failure to thrive.

“Sexual Abuse”: Actual or likely sexual exploitation of a child or adolescent. The child or young person may be dependent and /or developmentally immature.

“Emotional Abuse”: Actual or likely severe adverse effect on the emotional and behavioural development of the child or young person caused by persistent or severe emotional ill treatment or rejection. All abuse involves some emotional ill treatment. This category should be used where it is the main or sole form of abuse.

Supervision of Children and young people

The Hangleton & Knoll Project aims to provide enriching experience for children and young people, experiences that will help them to develop socially, mentally and physically. To help them to meet that aim there should be proper supervision at all times. This will ensure that they are less likely to come to harm. For example, for children and young people who receive play/learning opportunities through the Hangleton & Knoll Project they will be kept safe. This will be achieved by ensuring:

- those in charge are fully competent to do so
- they are supervised at all times
- workers know where the children and young people are at all times, indoors or out
- there are sufficient staff
- adults work in pairs
- activities are planned and appropriate
- adult responsibilities are clearly defined
- workers have received a DBS check and are working to DBS policy.

Whilst the majority of Hangleton & Knoll Project activities will be exempt from the Children's Act guidance and regulations, the Project will nevertheless advocate that all staff working with children and young people (whether paid or volunteers) should have an agreed individual training plan which includes early induction in Child Protection and Health & Safety policy and procedures and encourages working towards a recognised qualification in youth work or similar.

Children's Act guidance and regulations recommends 1 member of staff to every 15 – 20 children in the 7 years plus age range. The number of staff will be increased when children and young people with disabilities take part.

Reporting Allegations

Scope for abuse is minimised if the Project's activities are run with the safety of all its members in mind and sensible steps are taken in dealing with children, young people and adults at risk. If an allegation is made, or concerns are raised they will be brought to the attention of the Lead Officer. Provision will need to be made for the absence of that person. A record will be kept of the facts surrounding the concern, what action was taken and why.

The Hangleton & Knoll Project staff should bear in mind that it is not their job to investigate an allegation. They should take a record of what is said or seen and refer it to their line manager, lead officer, the Duty Assessment Team or the Police who are trained to make enquiries, which will indicate whether further investigation is necessary. (If a serious



incident has occurred which leads to a criminal trial, it is essential that there is no suggestion that witnesses and particularly young children and young people, have been led to say what they did).

Records will include the following details:

- Name of the child/young person/Adult at risk
- Parent's/carer's details
- The child/young person/ Adult at risk's address
- Relevant telephone numbers
- What is said to have happened or what was seen
- When it occurred
- Who else was there?
- What was said by those involved or what was seen
- Whether there is any actual evidence e.g. bruises, bleeding, change in behaviour
- Who has been told about it
- Who was concerned?
- Was the child/young person/adult at risk able to say what happened?
- Whether the parents/carers have been advised
- Sign and date the record ensuring it is legible and written in black ink
- This must be stored in a locked filing cabinet
- When an incident/event is reported it is paramount that the exact words that the child/ person has used are noted. It is imperative that this information is recorded immediately and the exact wordings are noted. Do not make any assumptions or summarise.

The Prevent agenda: Children, young people and adults at risk of radicalisation

In response to increasing threat and risk of terrorism in the UK, the Government introduced the Prevent agenda. Prevent's aims are to increase awareness of the types of behaviours and activities that may suggest that a person is being groomed and/or radicalised; to work with local authorities and related agencies to swiftly identify those most at risk

of radicalisation; and to ensure there are clear processes in place for professionals to make appropriate referrals for support.

There is an online training tool produced for the National College of Policing that all staff are expected to complete. It can be found online at: <https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>
All Hangleton & Knoll Project staff are expected to be familiar with their duties in relation to the Prevent agenda and it is the role of the Chief Executive Officer to ensure that this happens. The Chief Executive Officer will seek information, advice and guidance from key contacts within Brighton & Hove City Council or Sussex Police where necessary.

In summary, staff should respond to these types of risks with the same sense of urgency and importance as any other Child Protection or Safeguarding matter.

If you are concerned that an individual or a group of people may be vulnerable to being drawn into extremist or terrorist related activity, such as thinking or preparing to travel to Syria or other conflict zones; or getting involved in right wing groups you can:

- Young people 17 or younger Refer to the relevant allocated social worker, (if the child or family have one). If not please contact the Multi-Agency Safeguarding Hub or MASH 01273 290400
- For Adults 18 years and over Consult with Prevent Officer on Non-emergency police number 101 ask for ext. 550543 or email the police Prevent officer. Further contact details and information are available
- Reporting suspicious activities Anti-Terrorist Hotline call 0800 789 321 Non-emergency Sussex Police call 101 Emergency call 999; anonymously call Crime Stoppers: 0800 555 111 anonymously report Online to Crime Stoppers
- Reporting terrorist content on the internet Visit GOV.UK to report illegal terrorist information, pictures or videos you've found on the internet.

Approved: Jun 2019

Updated: Mar 2020



The Hangleton and Knoll Volunteer Role Description and Agreement

Hangleton and Knoll's got Heart SPICES Project

Title of role Community Health Volunteer

Purpose of role To deliver behavior change interventions to support lifestyle change for study participants around Cardiovascular Disease (CVD) and healthy lifestyle choices.

Tasks To provide 1-1 virtual coaching

Location Online and in HKP Location (subject to national COVID-19 guidance)

Support and supervision Clare Hopkins is your HKP SPICES Volunteer Coordinator Support and advice will be provided for the duration of your participation both individually and in peer support group sessions via email, telephone and Zoom.

Benefits of the role

You will be working as part of this new exciting health research project. We shall provide opportunities for you to develop your skills, and to make a difference in your community. After you have been with us for 3 months you will be able to request a reference should you need it.

Availability and preferences:

How many coaching participants a month would you be able to commit to? (minimum of 1 participant and 1 hour a month coaching)?

Preferred times and days of the week for coaching:

	Mon	Tues	Wed	Thurs	Fri
Morning 10-12am					
Afternoon 2-4pm					
Evening 6-8pm (Excluding Fridays)					

Expectations

We ask our volunteers to make every effort to:

- To attend activities when you have said that you will
- To give notice of your intention to take holiday
- To give your SPICES 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 policies and procedures of the Hangleton & Knoll Project including: Confidentiality; Equal Opportunities; Health & Safety; Safeguarding as set out in the HKP SPICES Project Volunteer Handbook (APPENDIX)
- Attend training that may be required and attend any briefings that may help you in your role
- Undertake a DBS check if required
- Always work within the boundaries of your agreed role description and follow the Project guidelines for any interactions with participants
- Maintain confidentiality of Project activities with our dedicated participants
- If unsure of anything, speak to your SPICES Volunteer Coordinator

The Hangleton and Knoll Project will make sure that we:

- Provide a jointly agreed description of your role
- Ensure you receive the training required for your role
- Arrange regular support with your Volunteer Support Team
- Pay you out of pocket expenses
- Provide a reference for you if requested from your time volunteering on the project

The volunteer agreement will be reviewed as required; it can be changed (by agreement) or terminated by either party at any time.

HKP Volunteer

Name:

Signed:

Date:

HKP Volunteer Supervisor

Name:

Signed:

Date:

I have given consent to share my contact details with The Hangleton and Knoll Project and the BSMS SPICES Project team and to receive Hangleton and Knoll's got Heart related email, post and telephone communications. These details will be kept in confidence and not shared with any third party.

Please circle: Yes / No

Name:	
Postal address:	
Email address:	
Mobile/home number:	

This agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

HKP Volunteer Induction Checklist- Hangleton and Knoll's got Heart Project

This document has been designed for you to use as part of your HKP Volunteer Induction meeting and to refer back to as a checklist to ensure that you cover and understand all aspects of Volunteering for the Hangleton and Knoll's got Heart SPICES Project.



Induction task	Date completed
I have attended a 1 hr introductory training session	
I have had my 1.5 hr HKP Volunteer Induction session with the Volunteer Coordinator	
I have attended the 1 hour Training Intro session, and all four, 2 hour training sessions	
I understand the aims of the Hangleton and Knoll's got Heart Project	
I understand the role of a Community Health Volunteer and Tasks involved	
I am clear about what is expected of me as a Volunteer	
I am clear on who to contact about my Volunteer role, wellbeing or volunteering experience should I have any queries – Clare Hopkins	
I am clear on who to contact if I have any problems, concerns, feedback or complaints- Clare Hopkins	
I am clear on who to contact in office hours and out of hours for EMERGENCY issues only, where something needs to be addressed URGENTLY during or after a coaching call- Clare Hopkins 9-3pm Mon-Thursdays, alternative emergency contact Claire Johnson)	
I am clear on who to contact if I am unable to attend a coaching session - Clare	
I am clear on who to contact if I have an IT or Zoom related queries within work hours – Linda and Katie	
I am clear on who to contact regarding any training related queries- Training support team	
I am clear on who to contact if I have any coaching related queries- Kat-BSMS Coaching support team	
I am clear how to take time off or holidays- inform Clare Hopkins	
I have read and agree and understand the HKP Volunteer Agreement	
I have read and agree and understand the HKP Confidentiality policy	
I have read and agree and understand the HKP Equal Opportunities Policy	
I have read and agree and understand the HKP Health & Safety Policy	
I have read and agree and understand the HKP Safeguarding Policy	
I have read and agree and understand the HKP SPICES Project Risk Assessment	
I am clear about how I can access HKP Next Cloud for storing SPICES documents and training resources	
Expenses: must be submitted with valid VAT receipts, using the HKP Volunteer Expenses Claim form	

Hangleton and Knoll's got Heart SPICES Project – The Hangleton and Knoll Project Health and Safety Risk Assessment Form 1

Section 1							
General Information							
A	<p>Department/Project: Primary Care and Public Health/ SPICES project (for Healthy Hearts Hastings)</p>						
B	<p>Brief description of the activity to be carried out: One to one zoom calls between trained Community Health Volunteers (Vs) and project Participants (Ps) to discuss heart health and set and maintain health goals.</p>						
C	<p>Location(s) covered by this risk assessment: Volunteers own homes, in a private room. Participants own homes, in a private room. <i>Include building and room number if applicable</i></p>						
D	<p>Equipment and materials used: Computer, keyboard.</p>						
E	<p>Name(s) / Groups of person(s) involved in the activity: SPICES Community Health Volunteers. <i>Volunteers and volunteer/projects support team/s</i></p>						
F	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Name of person completing this risk assessment: <i>Volunteer/Project support team member/s</i></td> <td style="width: 20%;">Signature</td> <td style="width: 20%;">Date:</td> </tr> <tr> <td>Kat Frere-Smith Clare Hopkins</td> <td>KFSmith CLHopkins</td> <td>Jan 2021 Jan 2021</td> </tr> </table>	Name of person completing this risk assessment: <i>Volunteer/Project support team member/s</i>	Signature	Date:	Kat Frere-Smith Clare Hopkins	KFSmith CLHopkins	Jan 2021 Jan 2021
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Document Control		
H&S Document No	SPICES project	Version
Author	KFS	Reviewed by
		Date Issued
		Department ID code
		Jan 2021

Section 3 Hazards & Controls

See the accompanying guidance document on the safety section website for further information on how to complete this form.

Potential concerns	What is in place to avoid harm	Likelihood 1-5	What other measures are required to manage this risk?	Who will do this?	Completed on:
Safety concerns over using Zoom platform	SPICES set up appointments on SPICES Zoom account which is password protected. Debrief meeting always offered so that V can feedback any concerns	1	Ask Participants (P) /Volunteers (V) not to share links for meetings	KG/LS/ED to set up Zoom meetings and remind Ps+Vs not to share links for meetings	As coaching sessions are arranged
Important emails missed by Vs/Ps	Ask them to save SPICES teams and ED's email addresses so that they are recognised and not sent to their junk folder	2	None	TGJ	At first Meet and Greet Feb 1 st
Inadequate space to work comfortably and not enough space underneath the desk to stretch legs	KFS/CH to check that the V plans in advance a suitable work space within their home/a setting where they will be comfortable	2	None	KFS/CH	HKP Vol Induction session

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Working environment cold or poorly lit	KFS/CH to check that the V plans in advance to make sure their work space meets their comfort needs adequately	1	None	KFS/CH	M+G (Meet and Greet) HKP Vol Induction session
Incorrect set up of desk and chair resulting in lower back being unsupported and display screen level not level with eyes causing discomfort to neck, back or head	KFS/CH to check that the V thinks about their needs in relation to correct equipment positioning to minimise back and neck discomfort	2	None	KFS/CH	HKP Vol Induction session
Electrical fire or injury from damaged or frayed wires in work space	KFS/CH to check that V has no damaged or frayed wires in the working space	1	None	KFS/CH	HKP Vol Induction session

Section 3 Hazards & Controls

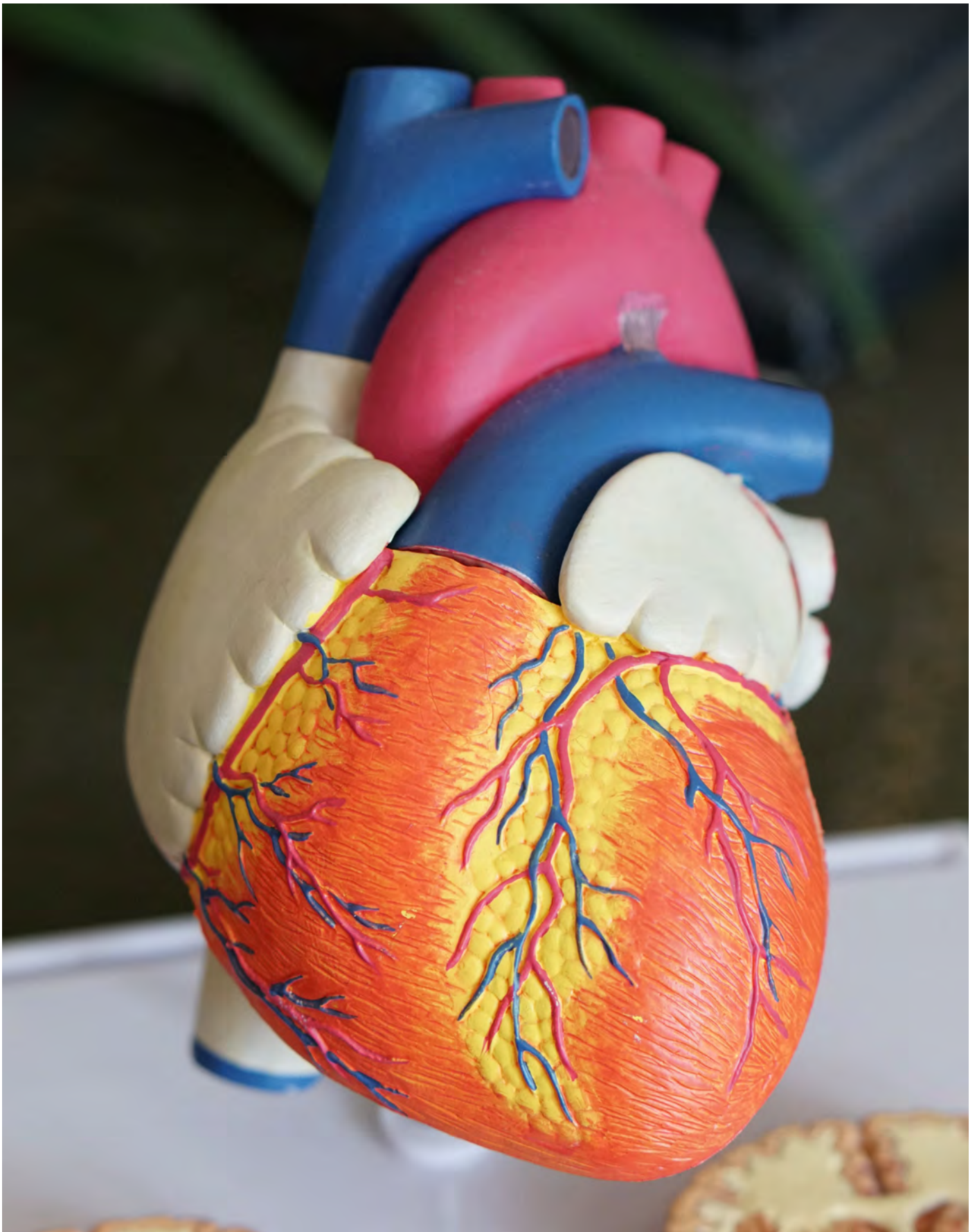
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Potential concerns	What is in place to avoid harm	Likelihood 1-5	What other measures are required to manage this risk?	Who will do this?	Completed on:
Confidentiality compromised if work place not in a private room and coaching conversations can be overheard	KFS/CH to check that the V has identified a suitable space within their home/a setting that is private and where they will not be disturbed. Some Vs concerned about having children home from school during lockdown.	2	For concerns about children, potential to offer evening coaching sessions once children in bed/asleep.	KFS/CH	HKP Vol Induction session
Data protection and GDPR compromised if important files are not kept securely electronically	KFS/CH to check that the V can access secure OneDrive storage for all Documents.	2	V to contact CT or CH if they need further assistance with this	KFS/CH	M+G HKP Vol Induction session
Working with Ps with learning difficulties	SPICES team to identify vulnerable Ps and ensure Vs are comfortable working with them and have DBS checks if necessary	1	None	TG/CT	During P recruitment
Safeguarding concerns – V or P experiencing or observing abuse/harm/neglect, or a disclosure made	HKP Safeguarding policy. Vs are instructed to immediately contact a member of the project team at BSMS.		HKP team to escalate if appropriate to do so.	V/KFS/ED/TGJ/CT/CH	HKP Safeguarding policy in place.

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<p>A V witnesses an emergency unfold whilst in a Zoom session</p>	<p>HKP Confidentiality policy explains that V should inform emergency service personnel of pertinent information pertaining to a P, V or staff member. The individual involved should be encouraged to call 999 themselves first if possible. If they are unable to, they are to be asked to provide their address so that V can call on their behalf. Once emergency services have been informed then V to call the SPICES Volunteer Support Team</p>		<p>This is discussed in the training session that looks at policies. V are reminded that this is a highly unlikely circumstance</p>	<p>V/KFS/ED/TGJ/CT/ CH</p>	<p>HKP Confidentiality policy with instructions in place</p>



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