

HEALTHY HEARTS HASTINGS

VOLUNTEER HANDBOOK



This resource pack is designed as a project guide for Community Health Volunteers delivering interventions to support change for study participants around CVD lifestyle choices.



Welcome

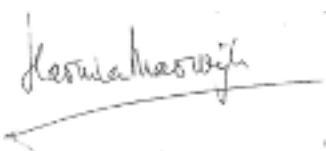
Welcome to SPICES Healthy Hearts Hastings! We are delighted you are volunteering with us. Volunteers are so important to our project – without you, we wouldn't be able to make a real difference in your community.

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 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.



Harm Van Marwijk

Professor in General Practice and Head of Primary Care and Public Health, Head of Primary Care and Public Health at Brighton and Sussex Medical School

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Introduction

Firstly, welcome to the Healthy Hearts Hastings 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 Community Health Volunteer in Hastings. Once you have completed your training you will be paired up with people from Hastings 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 Hastings and we're looking forward to getting to know you all.

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 Active Hastings and Hastings Voluntary Action. Below are the names and contact details of the team:

Volunteer Support Team



Eugenie Demeza
Volunteer Coordinator,
based at Active Hastings

Admin and logistical support

- booking of sessions - making sure they work for both the volunteers and the participants
- arranging the logistics of the sessions - where /when and making sure everyone knows the plan
- available via email or phone should you have any questions prior to, during or after a session
- point of contact if you can't make a session etc

Email: activehastings@hastings.gov.uk

Website: www.hastings.gov.uk/sport_play/getactive/activehastings



Kat Frere-Smith
Health Coach
based at BSMS

Training/Coaching and other support

- ongoing coaching support and advice after the initial training
- arranging group volunteer support sessions
- organising debriefing opportunities post sessions
- available via email or phone should you have any questions prior to, during or after a session

Email: K.Frere-Smith@bsms.ac.uk



Project Support Team

Both available to offer regular support

Available to provide project coordination



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 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



facebook.com/SPICESSussex



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



www.bsms.ac.uk/spices

What is SPICES?

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 Healthy Hearts 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 Healthy Hearts 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/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 the BSMS are also focussed on gathering some information on how well the coaching works. We want to answer two questions: does the Healthy 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.

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 Hastings we are working closely with Active Hastings and Hastings Voluntary Action. We have run two co-design sessions with potential volunteers from the Hastings area, which have resulted in valuable insight and feedback.

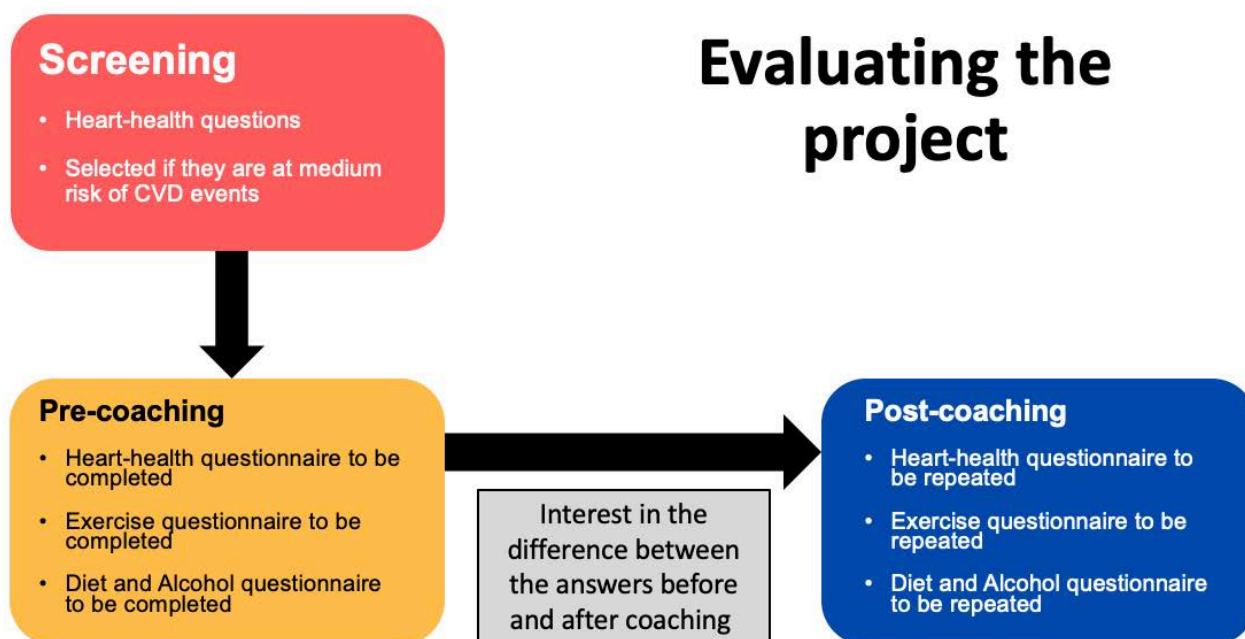
How will we be measuring success?

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 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' 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.

Image 1: Measuring Success



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 improving 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

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

Task Description table:

| Task | Description of task |
|---|---|
| <p>Training Provided by National Centre for Behaviour Change (NCBC) You will attend 4 sessions that last 2 hours, these will be held virtually on Zoom.</p> | <p>These are 2 hour zoom sessions where you will receive the background and tools to support participants to make positive healthy lifestyle changes to improve their overall heart health. One of the 2 hours sessions will go through the policies, procedures and some health heart background.</p> |
| <p>One to one meet and greet session</p> | <p>You will attend a 1 hour session held virtually on Zoom with a member of the Volunteer Support Team.</p> |
| <p>First one-to-one sessions with a participant</p> | <p>You will go through three questionnaires about their heart health. If the participant is ready, you will then set behaviour change goals with them using skills learnt during your training.</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>Follow up one-to-one sessions with a participant</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> <p>These sessions will last approx. 1 hour, once a month.</p> |
| <p>Final one-to-one session with a participant</p> | <p>Complete the three questionnaires again (from the first session).</p> <p>Find out how they have found the overall experience of taking part in Healthy Hearts Hastings.</p> <p>This session will last approx. 1 hour.</p> |

| Task | Description of task |
|---|--|
| Ongoing coaching support including: • Support and advice | The Volunteer Support Team will be available via email or phone to answer any queries you may have. |
| Monthly Volunteer coffee mornings | These will be run by a member of the Volunteer Support Team, and are open sessions for you to chat with other volunteers and share what is going well. |
| Debrief sessions | After each coaching session you'll receive an email from us that will ask if you'd like a debrief session. If it's urgent you can call the team (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. |
| 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. |

Introduction chat

Now that you've joined Healthy Hearts Hastings as a volunteer, we want to do all we can to help you settle in to your new volunteering role. One of the team will be in contact with you in the next week to organise a meet and greet Zoom call. Please use this opportunity to ask any questions and to highlight any areas you would like further training and support in. It is important that we also ensure that volunteers are suitable for the role.

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 to check if you are happy for this to happen. The DBS will be organised through the Volunteer Coordinator at Active Hastings.

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.

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.

Debrief process

After each coaching session you'll receive an email from us that will ask if you'd like a debrief session. If it's urgent you can call the team (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.

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 your Volunteer Coordinator, if you have any questions please contact them.

What volunteers can expect from us

- 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.

The Volunteer Charter

Our volunteer charter has been created with volunteers. The charter is split into three sections: [1] the vision, [2] behaviours, and [3] values. You should read through the charter and try to keep it in mind whenever you are acting on behalf of the project, whether that be with participants, the research team or one another.

i. Our Vision: These are the things we want to achieve together as a group

1. To help people feel fitter and healthier, both mentally and physically
2. To help people become more aware, and more understanding of their health and how to change it
3. To create safe spaces and environments in which to support and guide the community to get engaged, to participate, and to become empowered

ii. Our Behaviours: These are things you can expect from us

1. 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.
2. Be supportive: Our main goal during the project will be to support you to carry out your role by helping you feel safe, comfortable and capable.
3. Effective and concise training: We will provide training which is developed by our study partners at the National Centre for Behaviour Change.
4. Flexibility: We will commit to putting your needs first and accommodating them as best we can.
5. Availability: We will try to be as available as possible to support volunteers. This means getting back to you as soon as we can when you get in touch with us. We work 09:00-17:00 Monday-Friday apart from in emergencies.

iii. Your Behaviours: These are some of the things we may expect from you

1. Willingness to learn and to contribute ideas: There will be lots to learn throughout the project and we ask that you as a volunteer are open to doing so throughout.
2. To be punctual, committed and enthusiastic: We ask that volunteers always try to be on time, committed, and enthusiastic when engaging with participants or each other.
3. Professionalism: We would like everyone to behave in a way that supports the project and helps achieve the project's vision.

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

1. Mutual respect: This means always thinking about the dignity of other people whilst knowing they will do the same for you.
2. 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.
3. Equal opportunities: We will always act with the principle of non-discrimination which emphasises 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.
4. Empathy: As a team we will always try to understand other people's perspectives or circumstance, whether you agree with this person or not.
5. 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.



Volunteer agreement

This document is not intended to be a legally binding agreement and instead sets out our hopes and expectations for your volunteering experience. Volunteers are an important and valued part of the SPICES. 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 meet and greet 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
- 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 SPICES volunteer policies, as set out in the volunteer handbook
- Carry out any training that may be required and attend any briefings that may help you in your role
- Undertake a DBS check through one of our partner organisations if required
- Always follow the SPICES guidelines for any interactions with participants and, if unsure of anything, speak to your Volunteer Coordinator
- Maintain confidentiality of SPICES activities with our dedicated participants
- Act responsibly and within the law.

Healthy Hastings 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 the university's ethos. Please read through the Policies below, and ask a member of the Volunteer Support Team or the Project 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 SPICES Project 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 roll pertaining to another volunteer or member of staff on the project.
- Other information the SPICES 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 SPICES 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.

Under no circumstance should information you have access to, or become aware of, as a result of your involvement in the SPICES Project, 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 Project 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 the SPICES Project. However, you should always seek support and clarification from your Volunteer 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:
 1. Encourage the participant to call 999 themselves
 2. 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.
 3. 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 the SPICES Project – 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 the SPICES 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:

- 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 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 SPICES Project, 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 the SPICES Project 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 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. 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 the SPICES staff team to properly destroy for you.

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 is the UK's implementation of the General Data Protection Regulation (GDPR). 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 may 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.

8. Complaints process

The relationship between the project 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 the project has concerns about you in your role as a volunteer, the following steps will be taken:

1. A meeting will be arranged with the Volunteer Support Team as soon as practically possible, to enable the concerns to be discussed. This may be done virtually depending on the government restrictions in place due to coronavirus.
2. If the initial meeting does not resolve the concerns, then a second meeting will be arranged with the Project Support Team.
3. If after this second meeting, it is not possible to resolve the concerns, then it would be inappropriate for you to continue to be a volunteer.
4. At all times you will be freely able to state your case and can have a friend, relative or volunteer colleague to accompany you to any meeting you may attend.
5. If you decide to make a complaint and would like it to remain confidential e.g. you have concerns about another volunteer. Please email the Project Support Team with the details of your concern. This may initiate the Resolving problems and concerns procedure. The details of the complaint, including any identify information will remain confidential. The respondent will be informed that a confidential complaint has been received and which policy it relates to.

6. If you have concerns, or would like to make a complaint about a member of the SPICES team please send this in writing to a member of the Project Leadership Team. This will be handled as point 5.

If the SPICES project 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.



Volunteer Health and Safety Policy

1. Overview and Purpose

The SPICES project 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 only applies to the SPICES research Community Health Volunteers.

The Project team

The University SPICES research team will:

- Manage individual safety arrangements with the volunteers. Please refer to Health and Safety Risk Assessment forms 1&2.
- Revisit any concerns that are raised in the initial meet and greet session.
- Provide regular updates to the Head of Department.

3. Community Health 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 SPICES volunteer Policies as per the Volunteer 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 Project 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

The SPICES research project 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, please refer to Appendix 2
- Complete Health and Safety Risk Assessment for group sessions facilitated by a project support team member, please refer to Appendix 3.

5. Wellbeing

The SPICES Project 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:

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

6. Insurance

The Community Health Volunteers are covered by the University of Sussex Public 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

The SPICES Project team 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 what they have done to prevent risk and help to put safety measures in place.



Volunteer Equality and Diversity Policy

1. Introduction

The SPICES project is committed to promoting equality and diversity, providing an inclusive and supportive environment for all. In the implementation of this policy the SPICES Project 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 SPICES Leadership team will oversee the implementation of this policy.

3. Monitoring

This will be undertaken in respect of sex, gender, age, race/ethnicity and disability in relation to volunteer recruitment, retention, progression,

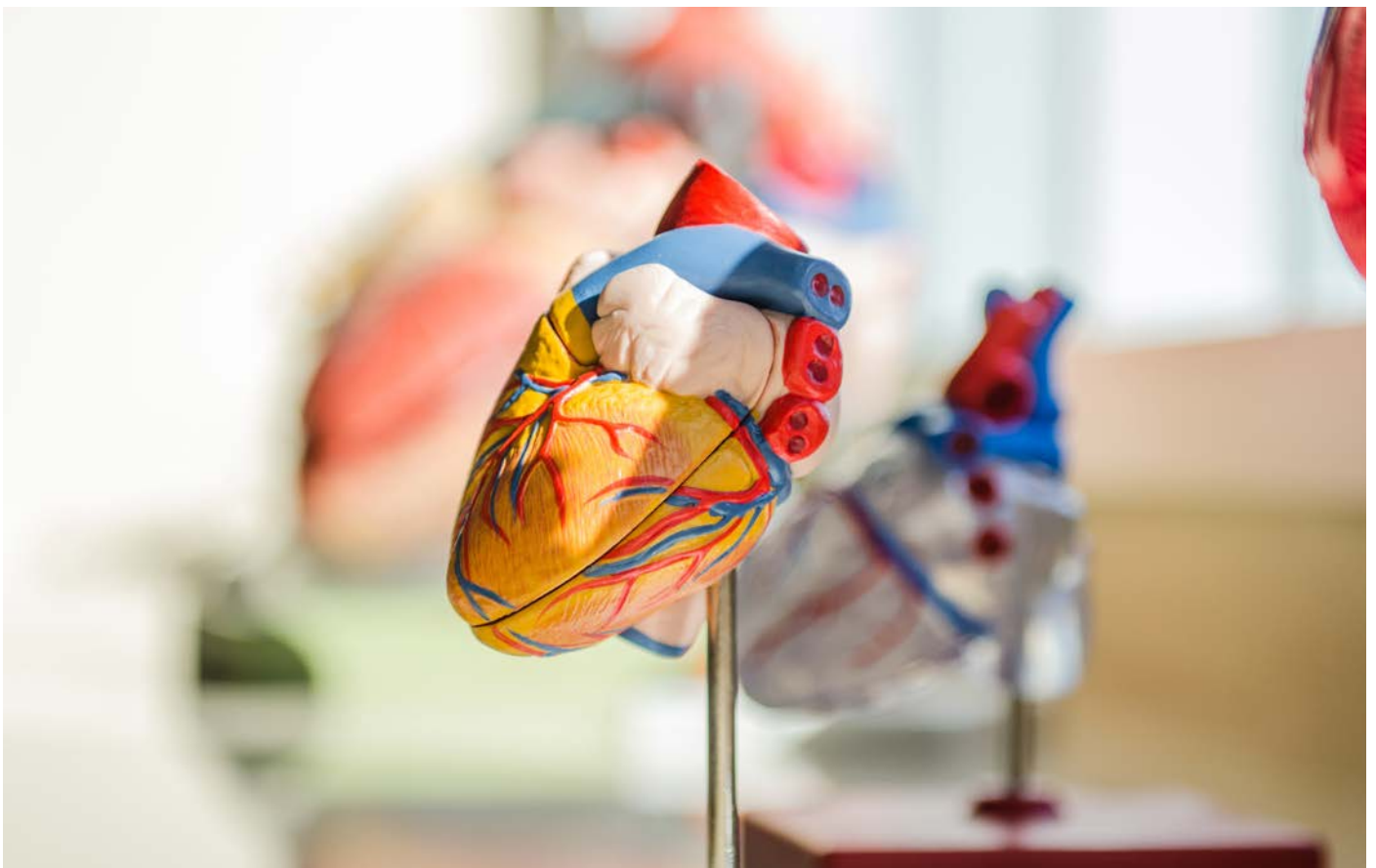
complaints, appeals and harassment cases in order to help identify and thus address any unjustified less favourable treatment and/or inequality.

4. Recruitment

The SPICES Project 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.

5. Widening Participation

The SPICES Project follows the University of Sussex's Widening Participation strategy, seeking to attract and support volunteers from disadvantaged socio-economic, black, Asian and minority ethnic and other diverse backgrounds.



Safeguarding Policy

The Healthy Hearts Hastings project is part of Brighton and Sussex Medical School. In the handbook we are providing a summary of the policy however the fully policy can be accessed by following the link provided at the end of this summary.

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 the University of Sussex's safeguarding

policy which is key to the project:

- This policy sets out our approach to safeguarding for the SPICES project, this is underpinned by the UoS Safeguarding Policy available on our website: <http://www.sussex.ac.uk/prevent/approach>
- The project is committed to providing a safe environment for all members of its community regardless of their age; ability or disability; sex; 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.
- Organisations which work in partnership with the project (to be referred to as Partner Organisations) will have their own duty of care/ safeguarding responsibilities. Please refer to the Hasting Borough Council link at the bottom of this document to see their Safeguarding Policy.
- 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). The Partner Organisations are registered with the DBS and will ensure that any volunteer whose role falls within the eligibility criteria and who has one-to-one contact with a vulnerable adult/s will be subject to appropriate DBS checks.

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 or another volunteer sees this happening, it will be acted on and prevented.
- If you are working with vulnerable adults or adults at risk in your voluntary capacity, you will be asked to complete a DBS check through the Partner Organisation. You will only complete a DBS check if it has been confirmed that you are to work directly with vulnerable adults at risk and that you have agreed to do so.

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 project team at BSMS who will manage the situation and escalate if appropriate to do so.

Where can I see the full safeguarding policy?

As mentioned above, this project will follow two separate but very similar safeguarding policies including:

- Full copies of our safeguarding policies on the BSMS SPICES project website: www.bsms.ac.uk/spices
- Hastings Borough Council Safeguarding Policy: www.hastingsandrotherccg.nhs.uk/about-us/vision-and-values/safeguarding/

Volunteers Expenses Policy

1. Purpose

The SPICES Volunteer 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 Healthy Hearts Hastings 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 Healthy Hearts Hastings 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 Healthy Hearts Hastings 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 Healthy Hearts Hastings 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 we are anticipating that the project will be run completely online/virtually, however we have included these points in case the situation changes:

- 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 Project 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 Project 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 Project Support Team.

6. Childcare Expenses

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

7. Stationary 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:

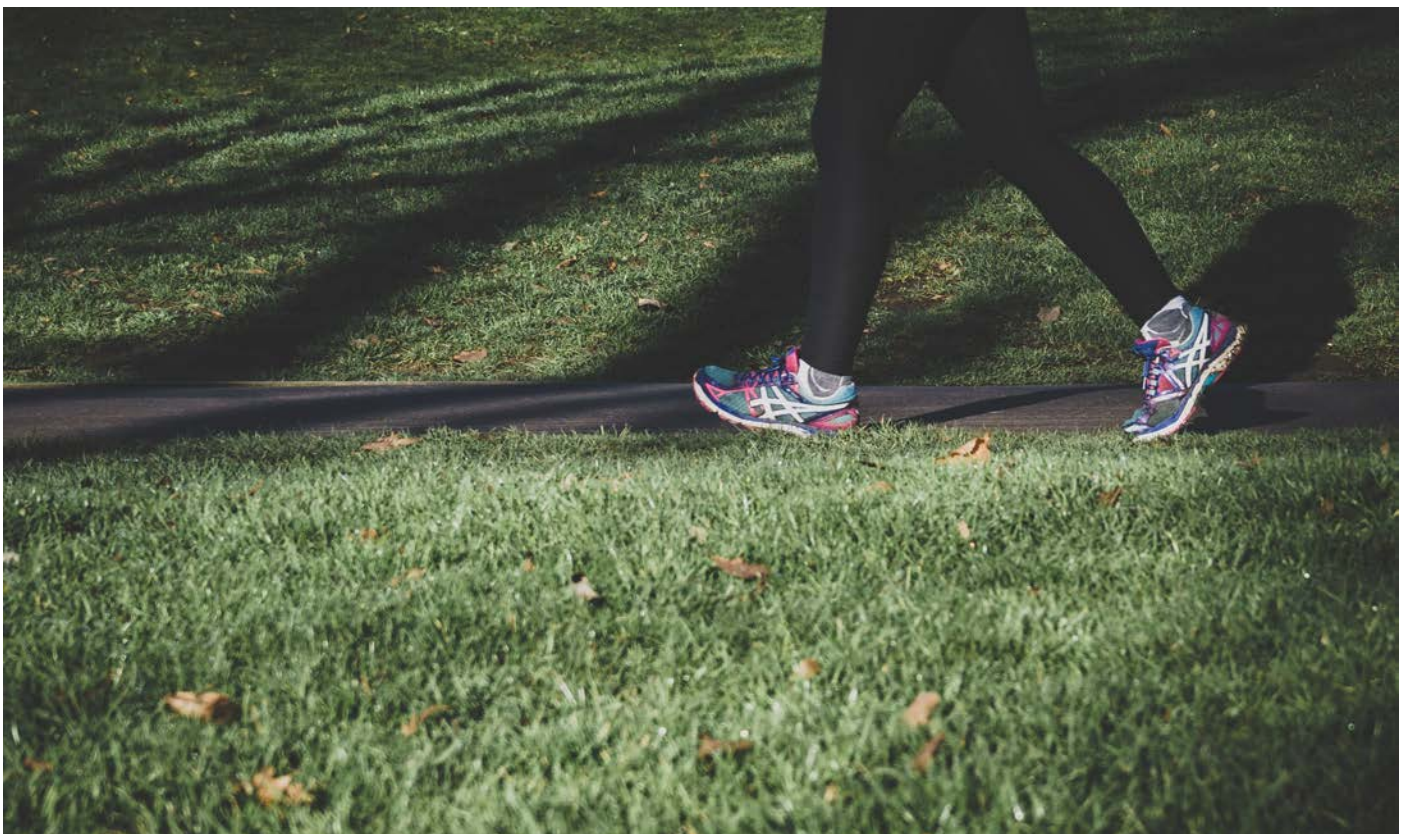
- The project is not able to reimburse any wear and tear or damage to their electrical devices due to their engagement with the project.
- If a volunteer has concerns about their equipment, please talk to a Project Support Team member.

9. Expenses process

- All expenses are to be claimed for by submitting a visitor's expenses form, which can be found in Appendix 1. All claims must be accompanied by the appropriate receipts.
- All expenses claims need to be provided by the 10th of each month as per the expenses form provided.
- 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 Project 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.



Volunteer Procedure – Resolving Problems and Concerns

The Healthy Hearts Hastings 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. The Resolving Problems and Concerns - Volunteer Procedure 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 made a confidential complaint the respondent will be told that a confidential complaint has been received and which policy it relates to.

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 a member of the Project Support Team 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 a member of the Project Support Team. A meeting will then be held between the volunteer and their Volunteer Coordinator (or Project Support Team) 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 Head of Primary Care and Public Health, Professor Harm van Marwijk. Professor van Marwijk, or his representative on the Leadership team will call a meeting of the Senior Management Team within the Department and 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 Professor van Marwijk 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 SPICES Project representative who has not been involved in the complaint thus far, a member of the Senior Management Team

from the Department 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 the SPICES Project 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 Professor van Marwijk or his representative in the leadership 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.

However, if a mutually agreeable solution cannot be found The SPICES



Project may inform the volunteer that they will no longer be involved in the project. If this happens, the volunteer has the right to appeal as set out below.

Stage 4 – Right of Appeal

If the volunteer wishes to appeal, the volunteer must write directly to Professor van Marwijk with the reasons for their appeal. The appeal will be investigated by Professor van Marwijk and the Senior Management Team within the Department, 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. The project holds the right at any stage of the procedure to make the decision to terminate the volunteer project relationship. The volunteer would be informed of this in writing.

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.

Volunteer FAQs

i. How do I claim expenses?

As this role is a voluntary one, volunteers are not paid for their time. However, we aim to reimburse volunteers if they incur any costs for carrying out their role. You are entitled to claim travelling expenses direct from your home to the community group and for the purpose of 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 costs may be expensed, if they meet the requirements in the Expenses Policy, page 27. 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 SPICES must be claimed promptly on a monthly basis to ensure payment. The volunteer (visitors) expense form can be found in Appendix 1. 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.

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. Data protection training will be included in your initial 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 the SPICES project 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 the SPICES project has concerns about you in your role as a volunteer, the following steps will be taken:

1. A meeting will be arranged with the Volunteer Support Team as soon as practically possible, to enable the concerns to be discussed. This

may be done virtually depending on the government restrictions in place due to coronavirus.

2. If the initial meeting does not resolve the concerns then a second meeting will be arranged with the Project Support Team.
3. If after this second meeting, it is not possible to resolve the concerns, then it would be inappropriate for you to continue to be a volunteer.
4. At all times you will be freely able to state your case and can have a friend, relative or volunteer colleague to accompany you to any meeting you may attend.

If the SPICES project 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.



Referral list

The table below shows the referral options that are available for our volunteers

Exercise resources

| Organisation | Service | Contact details |
|-----------------|--|---|
| Active Hastings | <p>Beginners Pilates</p> <p>Online Pilates class. Improve posture, muscle tone, balance and joint mobility. Reduce stress, tension and the risk of injury.</p> | <p>Mondays</p> <p>Online - via Zoom (from 5 October)</p> <p>1 -1.45pm</p> <p>Please fill in our online registration form before booking for the first time and then email edemeza@hastings.gov.uk to book your space. Please ensure you have read our guidelines before attending this class.</p> |
| Active Hastings | <p>Walking Football</p> <p>Are you aged 50+? Wish you could still play, but find the game too fast these days? Walking football is a great way to keep fit. Playing the game with only being able to walk reduces injury and remember, no sprinting, running or jogging, only walking.</p> | <p>Mondays starting 3rd August</p> <p>Alexandra Park Multi-Use Games Area</p> <p>6-7.30pm</p> <p>Please fill in our online registration form before booking for the first time and then email ggouet@hastings.gov.uk to book your space. Please ensure you have read our guidelines before attending this class.</p> |
| Active Hastings | <p>Beginners HIIT - High Intensity Interval Training</p> <p>Join Georges for a high intensity workout, suitable for all fitness levels.</p> | <p>Tuesdays</p> <p>Hollington Old Helipad</p> <p>5.15-6pm, Free</p> <p>Booking is essential for this class. Please fill in our online registration form before booking for the first time and then email ggouet@hastings.gov.uk to book your space. Please ensure you have read our guidelines before attending this class.</p> |

| Organisation | Service | Contact details |
|-----------------|--|--|
| Active Hastings | Over 50's Aerobics aerobics class specifically designed for the over 50s. | Wednesday's 10-10.45am The Y Centre, St. Paul's Road £2 Fill in our online registration form before booking for the first time and then email htambenh@hastings.gov.uk to book your space. |
| Active Hastings | Pilates - online Pilates class. Improve posture, muscle tone, balance and joint mobility. Reduce stress, tension and the risk of injury. | Wednesdays Online - via Zoom, 5-5.45pm Fill in our online registration form and then email active-hastings@hastings.gov.uk for the log in details for the class. |
| Active Hastings | #FitGotReal (women only) A mixture of cardio, body conditioning and HIIT. | Wednesdays Hornty Sports Park 7-7.45pm FREE Please fill in our online registration form before booking for the first time and then email htambenh@hastings.gov.uk to book your space. |
| Active Hastings | Beginners HIIT - High Intensity Interval Training high intensity workout, suitable for all fitness levels. | Thursdays Gensing Gardens 10.15-11am, Free Booking is essential for this class. Please fill in our online registration form before booking for the first time and then email ggouet@hastings.gov.uk to book your space. |
| Active Hastings | Over 27s Football Thursday football – made for mates! Join us for a no commitment game of football once a week. | Thursdays starting 6th August Torfield Multi-Use Games Area, Bembrook Road, 6-8pm Booking is currently essential for this session. Please fill in our online registration form before booking for the first time and then email ggouet@hastings.gov.uk to book your space. |

Smoking support

| Organisation | Service | Contact details |
|--------------------------------|---|--|
| One You – Quit Smoking support | One You East Sussex stop smoking advisors can support you throughout your quit attempt. | Registration is all online https://oneyoueastsussex.org.uk/services/quit-smoking/ |

Reducing alcohol support

| | | |
|-------------------------------|--|---|
| One You – Drink less App | Free app to support you to drink less | https://www.nhs.uk/oneyou/for-your-body/drink-less/#YhFvPMLjbedXvMIV.99 |
| East Sussex Recovery Alliance | Members have all had, or been affected by, somebody else's substance and/or alcohol misuse. Our overall aim is to help people on their recovery journey. | 5 Harold Place, Hastings, TN34 1JA Phone: 01424 435318 |

Weight loss support

| | | |
|----------------------------|---------------------|---|
| One You – Weight loss plan | NHS weight loss app | https://www.nhs.uk/better-health/lose-weight/ |
| One You – easy meal plans | NHS easy meals app | https://www.nhs.uk/oneyou/for-your-body/eat-better/ |

Organisation mental health resources

| | | |
|--|---|--|
| Sussex Mental Healthline | Offer support and advise you where to get help for yourself or someone you are concerned about. | Sussex Mental Healthline 0300 5000 101 |
| NHS psychological therapies services (IAPT), including cognitive behavioural therapy (CBT) | You can refer yourself to this service without a referral from your GP. | To find your nearest IAPTs services visit this link: https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20(IAPT)/LocationSearch/10008 You will be able to enter your location to find the contact details of your nearest services. |

| Organisation | Service | Contact details |
|---|--|--|
| The Samaritans | If you or some-one you know is having suicidal thoughts. | Phone 116 123 or visit the Samaritans website https://www.samaritans.org/ |
| Staying Well crisis café out of hours support | Provides a support service for people experiencing distress due to their mental health, during evenings and weekends when other support may be unavailable. | Normally in venues in Hastings and St Leonards and Eastbourne, currently via phone support. Open 7 days a week, 5pm to 10.30pm on weekdays and 3pm to 10.30pm at weekends. Phone 0800 023 6475 for queries, or complete and return the referral form(opens new window) Visit the Staying Well webpage for more information. |
| Preventing Suicide in Sussex | Advice for people who may be at risk of suicide and their friends and family, on warning signs and how to seek help. | Website: Preventing suicide in Sussex specific information: Warning Signs campaign |
| Grassroots Suicide Prevention | Work with communities, organisations, services and individuals to help them to become ready, willing and able to effectively support someone at risk of suicide. | Available in Brighton & Hove with advice for all. Email: office@prevent-suicide.org.uk |
| Counselling partnership | Free to access, timely support for those who are currently at risk of taking their own life, or who have attempted suicide. | Tel: 07796 869484 Email: Rhian.gower@sussexcommunity.org.uk |
| Mind | Advice, information and advocacy | c/o Jackson Hall Hastings TN34 1QN Phone: c/o 01424 444010 |

National services

| | | |
|---|--|---|
| Crisis Line UK | Free, confidential support, 24/7 via text for anyone in crisis. | Text SHOUT to 85258 from anywhere in the UK, anytime, about any type of crisis. |
| Papyrus Hopelineuk suicide prevention service | Service for under 35s offering confidential support and practical advice | Call: 0800 068 4141 Text: 07860039967 Email: pat@papyrus-uk.org |

Volunteer Induction Checklist

| Induction task | Tick when completed |
|--|---------------------|
| I have attended a 1.5hr induction session | |
| I have attended all four, 2-hour training sessions | |
| I understand the role of a Community Health Volunteer | |
| I have had my meet and greet session with a member of the Project 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 | |



Appendix 1: Visitors Sample Expenses form

Visitor Expense Claim form

This form is for the SPICES project's Community Health Volunteers. The SPICES project is run by the Primary Care and Public Health Department, BSMS. **Please ensure all fields are completed or your claim will be returned to you.**

Appendix 1: Visitors Sample Expenses form

Visitor Expense Claim form

This form is for the SPICES project's Community Health Volunteers. The SPICES project is run by the Primary Care and Public Health Department, BSMS.

Please ensure all fields are completed or your claim will be returned to you.

| PLEASE COMPLETE IN BLOCK CAPITALS. | |
|--|--|
| Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms Other | |
| Name (First/Middle/Last) | |
| Home Address & Telephone | |
| Date Form Completed | |
| Email | |

| |
|--|
| Please Note the University Payment Terms Are 28 Days from Receiving This Form |
|--|

Bank Account Based in UK

| Bank Name | Account Number | Sort Code |
|-----------|----------------|-----------|
| | | |

International Bank Details

| | |
|-------------------------------------|--|
| Full Bank Name & Address | |
| Sort Code or Routing Code | |
| Account Number | |
| IBAN/SWIFT Code | |
| Currency | |

| Date On Receipt | Please Give a Full Description of Your Expense Please also state how this relates to official University business | Account Code (To be completed by School) | Amount In the Currency to be paid in e.g. GBP |
|------------------------|---|--|--|
| | | | |
| | | | |
| | | | |

| | | | |
|----------------------|--|--|--|
| | | | |
| | | | |
| | | | |
| | | | |
| Total Claimed | | | |

I confirm that I have read and understand the SPICES Expenses Policy

| Date Completed | Claimant Name |
|----------------|---------------|
| | |

To Be Completed by School/Approver

| Sub-project code | Budget Holder's Full Name & Name of School (please print) |
|------------------|---|
| | |

Expenses Guidance Notes:

- **Receipt(s) are required for all items claimed. Please attach receipts in the order you have listed them.**
- If the expenses policy box is NOT ticked the form will be returned.
- Once you have completed the form please send it to the volunteer coordinator so that they can add the ACCOUNT CODE(S) and SUB-PROJECT CODE.
-
- Please ensure you include the total of your claim on the form and all amounts are in the same currency.

Revised April 2019

Accounts Payable, University of Sussex, Room 207 Sussex House, Falmer, Brighton, BN1 9RH

University of Sussex: SPICES Project Health and Safety Risk Assessment Form 1

| Section 1 General Information | | | | | | | |
|----------------------------------|---|--------------|------------------|--------------|--|------------------|--------------|
| A | <p>Department/Project: Primary Care and Public Health/ SPICES project (Health Hearts Hastings)</p> | | | | | | |
| B | <p>Brief description of the activity to be carried out: One to one zoom calls between trained community health volunteers and project participants to discuss heart health and set and maintain health goals.</p> | | | | | | |
| C | <p>Location(s) covered by this risk assessment: <i>Include building and room number if applicable</i> Volunteers own homes, in a private room. Participants own home in a private room.</p> | | | | | | |
| D | <p>Equipment and materials used: Computer, keyboard</p> | | | | | | |
| E | <p>Name(s) / Groups of person(s) involved in the activity: <i>Consider Staff, Students, Visitors, Contractors and members of the public</i></p> | | | | | | |
| F | <p>Name of person completing this risk assessment: <i>Students and PhD students should only complete risk assessments for their projects. Sign off for all student projects should be by the students supervisor.</i></p> | | | | | | |
| G | <p>Risk assessment approved by: <i>The individual approving the risk assessment should be familiar with the work being undertaken. This should in most cases be the assessors supervisor, line manager or the principle investigator.</i></p> | | | | | | |
| | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%; text-align: center;">Signature</td> <td style="width: 33%; text-align: center;">Date:</td> </tr> <tr> <td></td> <td style="text-align: center;">Signature</td> <td style="text-align: center;">Date:</td> </tr> </table> | | Signature | Date: | | Signature | Date: |
| | Signature | Date: | | | | | |
| | Signature | Date: | | | | | |

| Document Control | | | |
|------------------|----------------|---------------------------|-------------|
| H&S Document No | SPICES project | Version Reviewed by | Date Issued |
| | | 1.0 | Sept 2020 |
| Author | | Department ID code | |

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 place to avoid harm | Likelihood 1-5 | What other measures rare required to manage this risk? | Who will do this? | Completed on: |
|--------------------|-----------------------------|----------------|--|-------------------|---------------|
| | | | | | |
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Continue on additional pages if required

University of Sussex: SPICES Project Health and Safety Risk Assessment Form 2

| Section 1 General Information | |
|----------------------------------|---|
| A | <p>Department/Project: Primary Care and Public Health/ SPICES project (Health Hearts Hastings)</p> <p>Brief description of the activity to be carried out: Group zoom calls between trained community health volunteers and project/volunteer support team</p> <p>Location(s) covered by this risk assessment: Volunteers own homes, in a private room. Staff own homes, private room <i>Include building and room number if applicable</i></p> <p>Equipment and materials used: Computer, keyboard</p> <p>Name(s) / Groups of person(s) involved in the activity: <i>Consider Staff, Students, Visitors, Contractors and members of the public</i></p> <p>Name of person completing this risk assessment: <i>Students and PhD students should only complete risk assessments for their projects. Sign off for all student projects should be by the students supervisor.</i></p> <p>Risk assessment approved by: <i>The individual approving the risk assessment should be familiar with the work being undertaken. This should in most cases be the assessors supervisor, line manager or the principle investigator.</i></p> |
| | Signature |
| | Date: |
| | Signature |
| | Date: |

| Document Control | | | |
|------------------|----------------|-------------|--------------------|
| H&S Document No | SPICES project | Version | Date Issued |
| Author | | Reviewed by | Sept 2020 |
| | | | Department ID code |

Section 3 Hazards & Controls

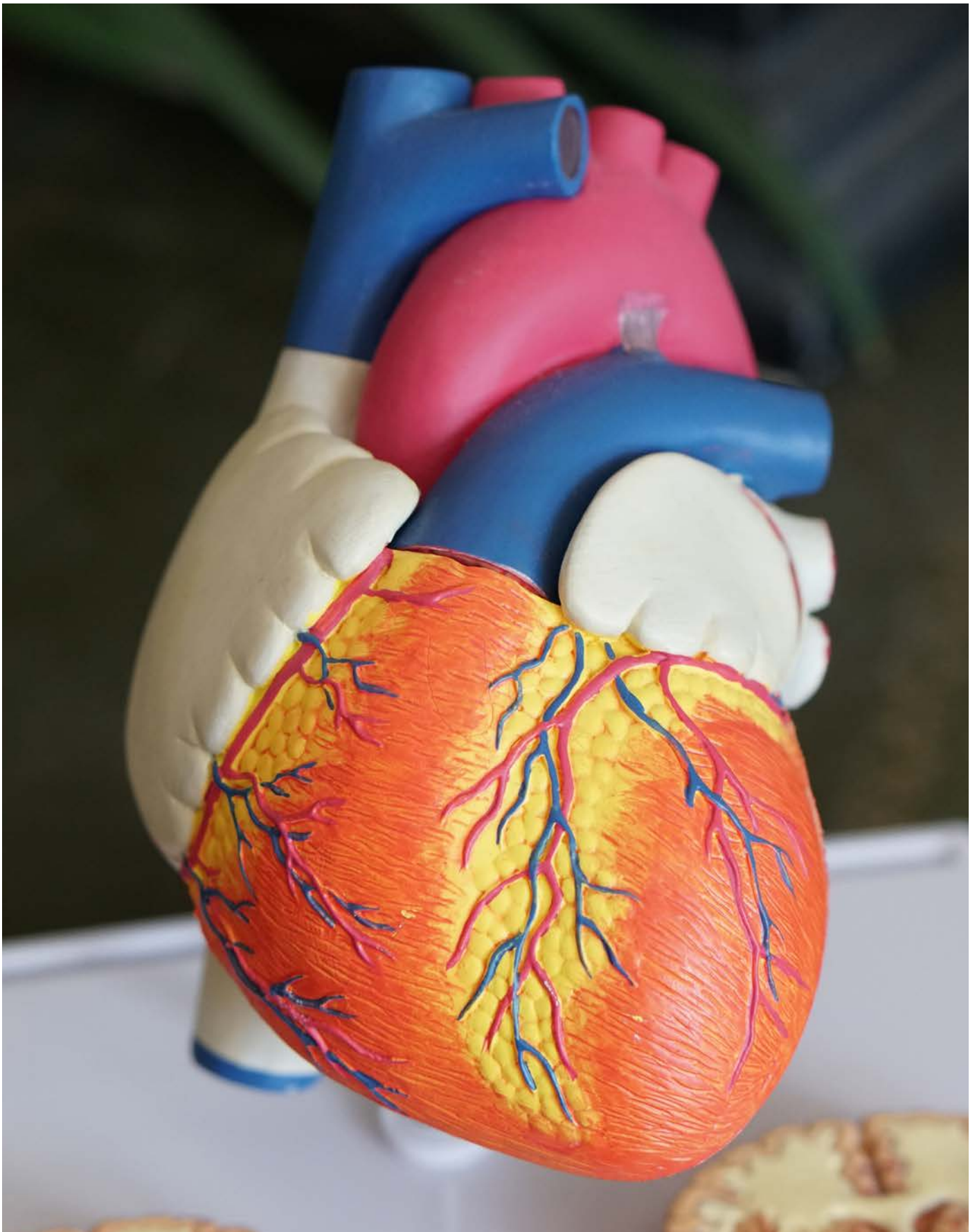
See the accompanying guidance document on the safety section website for further information on how to complete this form.

| Potential concerns | What is place to avoid harm | Likelihood 1-5 | What other measures rare required to manage this risk? | Who will do this? | Completed on: |
|--------------------|-----------------------------|----------------|--|-------------------|---------------|
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Continue on additional pages if required







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www.bsms.ac.uk/spices