



Guideline Documents for Volunteers

This pack includes more concise guidelines relevant to volunteers. For more information please see the full policies, available from the office.

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Health & Safety Guidelines for Volunteers

Key Points

As a Charity we have a responsibility to take reasonable steps to ensure you are safe and well in your volunteering.

You have a responsibility to take reasonable care of yourself, co-operate with any guidance put in place for your safety while volunteering, and report any concerns you may have to a member of staff straight away.

If you are concerned at any point about your own safety, you should remove yourself from that risk as soon as possible.

First Aid

If someone you are with has an accident that results in an injury, ensure the injured person is being cared for and send for an ambulance as appropriate – **DO NOT MOVE THE INJURED PERSON.**

Please report the incident to a member of staff so we can take details, we have to record any accidents or near misses as a legal requirement.

Fire Safety

Karis Staff should inform you of any fire evacuation procedure at a premises or activity. If you do encounter a fire during your volunteering, follow these steps:

RAISE THE ALARM GET OUT CONTACT FIRE BRIGADE STAY OUT

Working out in the Community

When volunteering out and about in the community, there are some general principles we ask that you follow:

- Take reasonable care of yourself and other people affected by your volunteering
- Please don't smoke or vape during your volunteering time
- Work within agreed limits - don't take on extra tasks without checking first
- Ensure your car is insured and well maintained if using in connection with your volunteering
- Don't accept or give gifts of money or valuable items to people you are supporting
- Don't put yourself at risk - contact the emergency services (999) if required

If you are volunteering on your own there are some extra things to consider, most of which you will likely already do day to day to keep yourself safe anyway:

- Make sure that someone knows where you are, roughly how long you are expecting to be there and has some way of contacting you. You should always try to have a phone on you that is charged and has sufficient credit
- Minimise risk travelling to and from a visit, think about how you are travelling there and where possible avoid isolated areas, or visiting late at night
- Be considerate in how you dress, avoiding clothing that might offend
- Be aware of the appropriateness of being alone with members of the opposite sex
- Before introducing you as a volunteer to a client in their home we will have always met them first and assess the risks. We will therefore tell you if there are any risks you should be aware of and will not send you into a situation where there are serious or high levels of risk.

Manual Handling

If you are likely to be lifting heavy objects we will check with you first that you are comfortable to do this – please do say if you would prefer not to do lifting.

Please follow the guidance on heavy lifting

- never lift above shoulder height,
- make sure you are on a steady footing,
- take a firm hold,
- keep the weight close to your body,
- keep your back straight and bend your knees,
- lift as smoothly as possible.
- If at any point the lifting seems unsafe you should stop and carefully ease the object down.

Assisting People

You may encounter situations where you need to assist people who need help to stand up, sit down, move in and out of a vehicle or wheelchair, or use a walking aid. If this is something you may need to do in your volunteering role we will demonstrate good practice and technique.

Always think about the following before assisting anyone

- Have you asked the person if they are happy for you to assist them?
- Are you healthy & strong enough to assist the person?
- Are the surroundings safe (i.e. no obstacles, avoid uneven or slippery surfaces)?
- Is there a walking aid that could be used instead?

You can look into more information about Health and Safety at www.hse.gov.uk



Confidentiality Guidelines for Volunteers

Key Points

As a Charity we have a legal responsibility to ensure personal information about the people we are supporting is kept confidential. This also fits with our desire to ensure people are cared for and treated with respect and dignity.

You have a responsibility to follow these guidelines.

What is personal information?

Personal Information is any that could identify the person or has been shared in confidence in connection with your volunteering.

People can ask us to find out about what information we hold about them by contacting Harry Naylor, our Data Controller, on 0121 455 7524 or harry.naylor@karisneighbourscheme.org.

When is it okay to share?

You can share information with another staff member or volunteer if it is in connection with your volunteering, or for supervision, support and advice. We cannot promise people that information will not be shared within the organisation.

When someone has asked you specifically to pass on information to another person outside of the organisation or you have had their permission it is ok to share that data.

Confidentiality

Please don't discuss personal circumstances of someone you're supporting with anyone if it isn't necessary in connection with your volunteering. And don't pass on personal information to anyone outside of the organisation without their permission.

Don't leave someone's personal information, i.e. address or phone number, where it could be accessed by anyone else. Please don't hold onto this information longer than you need it – for example if you had someone's contact details to carry out a practical job, please delete or dispose of them when the job is finished. In general, do not take photos of clients on your personal phone – if you do with their consent, please delete once you have sent a copy to KNS staff.

If you are ever uncertain about anything relating to confidentiality please discuss it with a member of staff. There are certain circumstances where we must break our duty of confidence.



Safeguarding Guidelines for Volunteers

Key Points

As a charity we work with children and adults in vulnerable circumstances. We have a legal responsibility to safeguard the people we are supporting and promote their welfare.

It is important for you to have some awareness of what may be cause for concern and know what steps to take if you think someone may be at risk of harm. This is a shared responsibility we all have.

What may constitute risk of harm?

People may be at risk of harm in a number of ways, including but not isolated to:

- Physically
- Emotionally & Psychologically (including radicalisation & spiritual abuse)
- Sexually (including child sexual exploitation)
- Financial Abuse
- Through neglect
- Discrimination
- As a result of domestic violence
- Female Genital Mutilation (FGM)
- Institutional Abuse
- Modern Slavery
- Self-neglect

We ask our volunteers to read or be advised of our safeguarding policies for Children and Vulnerable Adults and to familiarise themselves with some of the signs of these types of abuse.

Who may be abusing the person?

- Very rarely, a stranger,
- often someone who knows the victim, e.g. family member, child, spouse, carer, health professional, or friend,
- Sometimes people in positions of trust such as a teacher, youth leader, children's worker or a church worker/leader.
- Sometimes abuse can come via the Internet, including bullying, grooming, radicalisation.

What should I do?

Responding to, reporting and recording concerns about the safety of a child or vulnerable adult is **everybody's responsibility**. All staff and volunteers have a responsibility to act where they suspect abuse may be taking place or when an allegation of abuse has been made. You should never assume that another person is more involved or more qualified to deal with the situation and as a result do nothing.

If you suspect that someone is at risk of significant harm you should make written notes as soon as possible (within an hour of any relevant conversation or incident), noting exactly what was said and what was happening beforehand. It is important that dates and times of conversations are detailed as well as when the note is made. Handwritten notes are fine. Try to include:

Name
Address
Date of Birth
Where parents/carers can be contacted
Details about the incident (Where, What, Why, When)
Any explanation given by others involved
The wishes of the person involved (for adults)

Please then contact a member of staff as soon as possible who will inform our Designated Safeguarding Lead (Harry Naylor). You can also phone our office on 0121 455 7524 and someone will follow our safeguarding procedures.

If your concerns are very urgent then you can contact Multi-Agency Safeguarding Hub on 0121 303 1888 (for children) or Adults & Communities Access Point on 0121 303 1234 (for vulnerable adults). Always if there is a risk of immediate harm you should call 999.

General guidance

- Accept what the person has told you (however unlikely the story might sound)
- Keep calm
- Look directly at the person
- Be honest
- Let them know you may need to tell someone else – don't promise confidentiality,
- Even when a child has broken a rule they are not to blame for any ensuing abuse
- Be aware that the person may have been threatened
- Never push for information or try to investigate yourself
- Do not suggest what may have happened, allow them to say things in their own words

Helpful things to say or show

- I believe you (show acceptance of what the person has said)
- I am glad you have told me
- It's not your fault
- I will help you

Avoid saying

- Why didn't you tell anyone before?
- I can't believe it
- Are you sure this is true?
- Why? How? When? Who? Where?
- Statements such as 'I'm shocked' or 'Don't tell anyone else'

Concluding the Discussion

- Reassure the person that they were right to tell you and that you believe them
- Let the person know what you are going to do (notifying a member of staff) and will let them know what happens



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Volunteer Driver Guidelines

If you have told us you are happy to use your personal car for volunteering with KNS (which we are very thankful for), please read these guidelines too:

- Please ensure your car is roadworthy with up to date Road Tax, MOT and insurance. You will need to inform your insurance company that you are using your car to transport clients as a volunteer. This should not increase your insurance premium.
- Please ensure that your personal health is suitable for being a driver - that any glasses/contact lenses are up to date and you have no medical or injuries which would stop you from safely driving. Please tell us if you have any concerns.
- Please make sure you have:
 - > a charged mobile phone (but do not use while driving)
 - > the address or directions of your journey
 - > any additional items the client may need (appointment letters, mobility aids etc)
- It is the law that every adult passenger wears a seatbelt if one is fitted. Children under 12 (or under 135 cm) must also use a suitable car seat with correct restraints – the car seat should be provided and fitted by the child's parent/guardian.
- We would ask you not to carry clients if you usually smoke in your car, and you should never smoke around clients when you are volunteering.
- We do not expect any volunteer to travel with a client if you do not feel comfortable doing so, but please let us know so we can help.
- Please keep a record of your journey with mileage, date and purpose of the trip so we can reimburse your travel expenses.
- It is unlikely you would be expected to drive for two hours continuously, but if driving for 2 hours then you need to take a 15 minute break.



Volunteer Driver Self-Declaration

Please initial and date in each box to confirm that you have read and meet the criteria to be a volunteer driver. If not, please can you give details.

Volunteer Name: _____

Date of declaration: _____

	Initials
I have car insurance and have informed my insurance company that I am using my car for volunteering	
I have a valid driving license and am allowed to drive on UK roads	
I am fit to drive. I do not have a medical condition or disability that affects my ability to drive. If one develops, I will inform the DVLA in a timely manner and let KNS know that I am no longer able to volunteer in this way.	
I have a current MOT certificate for my car and I will continue to get this renewed each year. If my car fails the MOT, I will not use it for volunteer driving until it is fixed and successfully retested	
I will keep clear records of journeys taken as a volunteer driver, with the mileage, time/date and purpose of the journey	
I will ensure all passengers wear the appropriate seatbelts while in my car. For children, checking that the parent/guardian has provided and fitted a car seat.	
I will not drink any alcohol for 12 hours before starting a volunteering driver journey	
I will not smoke in my car or at any point whilst volunteering for KNS	



Vision

We want to see hope and wholeness brought to people's lives in Ladywood, North Edgbaston and Harborne, contributing to communities that are thriving and full of life.

Mission

KNS is a Christian charity in Birmingham that exists to:

- 1. Provide support to people in our community who are in need** by offering a broad range of help including practical & emotional support, advocacy and befriending
- 2. Bring people in our community together** by reaching out, offering friendship, providing opportunity to get to know one another, and enabling people to be good neighbours to help others flourish
- 3. Ensure no one is neglected or forgotten about** by standing with people, helping them find the support they need, and responding to gaps in provision locally
- 4. Work with other groups and organisations** in our community and across the city to strengthen networks of support which contribute to seeing lives and communities changed for the better

Values

The support we provide is shaped by how we express our values including **grace, kindness, acceptance, compassion**, honouring the **individual**, caring for the **whole person**, working in **partnership** and building **relationships**.

We are a **faith**-based organisation. Our values are based on the Bible and the person of Jesus. We are motivated by the love of God and the example of Jesus Christ.