



Policies and Principles

Volunteer

A "volunteer" is someone who, without payment other than the reimbursement of expenses, undertakes tasks at the direction of, and on behalf of Modbury Caring. Volunteers are our most valuable assets; without them we could not function.

1. Applicants must complete the appropriate application form before they can be accepted
2. We will carry out such checks on applicants as we consider necessary to ensure suitability.
3. Volunteers will be given a written statement of the work they will be carrying out
4. We will provide all necessary training and support
5. We accept fully our legal and moral responsibilities to ensure that we operate efficiently and safely.
6. The Procedures for Volunteer Drivers and Befrienders must be adhered to.

Safeguarding

We are committed to safeguarding and promoting the welfare of vulnerable adults who may use our services; this is the duty of all staff, volunteers and trustees working on behalf of Modbury Caring

A vulnerable adult is someone aged 18 or over, who is, or may be:

- In need of community services due to age, illness or a mental or physical disability
- Unable to take care of himself/herself, or to protect himself/herself against significant harm or exploitation

Abuse is a violation of an individual's human and civil rights by any other person or persons. It may consist of a single act or repeated acts and may be physical, verbal or psychological, an act of neglect or an omission to act.

Any driver who has concerns when travelling with or talking to a passenger, or who is worried about their vulnerability or frailty, should tell the Chair or the Treasurer. Any befriender who has concerns when visiting a client, or who is worried about their vulnerability or frailty, should tell the Befriending Co-ordinator

We will respond without delay to every complaint made that a vulnerable adult may have been harmed, cooperating fully with the appropriate authorities in any investigation. We will follow legislation and safeguarding guidance and recognised good practice.

Equality

Modbury Caring is committed to the fair treatment of its volunteer helpers and of the users of its services regardless of race, gender, religion, sexual orientation, age, disability or offending background. Volunteers must adhere to this.

Health and Safety

Health and safety will always be a prime consideration in the conduct of our operations. We accept our legal and moral duties and responsibilities for the health and safety of all involved in our activities, and a duty of care towards trustees, volunteers and all others who may be affected by those activities. We will ensure that all employees and volunteers are suitably trained to carry out their particular work activity in a safe, competent and professional manner at all times. Accidents, however small, must be reported and noted in the Accident Book. Volunteers should familiarise themselves with First Aid procedures. To ensure that the highest standards are maintained we have appointed a Health & Safety Officer. Modbury Caring maintains insurances which include employer's and public liability cover.

Environmental

We aim to provide a safe and comfortable environment for all users of our services, to achieve this with the minimum adverse impact on the environment, and to seek continually to improve our environmental performance. We will ensure that we comply with all legislative requirements, and will seek to adhere to good practice in all areas of activity.

Risk management

Risk management involves identifying and assessing risks and their likely consequences. We will undertake and record risk assessments where required by law or deemed necessary by the Committee; these will be made available to those affected and will be reviewed annually. We are committed to taking the necessary action to minimise and eliminate risks.

Lone Worker

Those working on their own may encounter situations which present risks either to themselves or to users of our services. To minimise any risk, volunteers should follow these rules:

- Where possible, keep your mobile phone switched on;
- Do not deviate from the assignment;
- Do not agree to anything that compromises your safety or integrity;
- Leave immediately if the client becomes aggressive, and inform the Chair;
- Report all incidents of potential or actual verbal or physical abuse;
- Summon help if the client is unwell

Vehicles

Volunteer drivers must possess a full valid driving licence, and notify insurers of the intention to use their vehicle for voluntary work. Vehicles must be well maintained, in a roadworthy condition and, where required by law, have a current MOT certificate. Drivers must inform Modbury Caring at once if they become aware of any medical reason why they should not undertake voluntary driving. All licence endorsements must be reported.

Confidentiality and data protection

As an organisation using the Disclosure and Barring Service to help assess the suitability of applicants as volunteer drivers or befrienders, Modbury Caring complies fully with the DBS Code of Practice and with legislation regarding the correct handling and security of Disclosure information. We regard the security and confidentiality of personal data as of prime importance. We will ensure the correct handling, use, storage, retention and disposal of data, that it is 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 legislation and kept secure and protected. We have policies covering privacy and data retention periods. We will satisfy the rights of individuals over their personal data, including access and the right to be forgotten. We recognise that trustees, staff members and volunteers may gain information about individuals and organisations during the course of their work or activities. Except as required by law, a volunteer must not disclose to anyone any information considered sensitive, personal, financial or private without the knowledge or consent of the individual or organisation concerned. To ensure compliance we have appointed a Disclosure Officer.

Gifts

Volunteers are in close contact with clients, some of whom may be classed as vulnerable adults. The cornerstone our work is one of trust and responsibility. Modest non-cash gifts may be retained, but must be reported to the Chair. All other gifts are accepted on behalf of Modbury Caring, and must be passed to the Treasurer without delay.

Conflicts of Interest

A conflict of interest exists when someone is in a situation where their own self-interest and the interests of Modbury Caring might be in conflict. If such a situation arises, the conflict or potential conflict must be disclosed to the Chair or a member of the Committee.

Grievances and complaints

If a volunteer is unhappy about any aspect of their work or of the way in which Modbury Caring is run, they should contact the Chair or any member of the Committee; they will make every effort to resolve the problem.

Enforcement

Failure to adhere to these policies and principles will result in removal from the list of volunteers. Where necessary, the appropriate authorities will be informed.