



Wiltshire Community Involvement Team (CIT)

Health, Safety and Wellbeing Guidance

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Introduction

It is the policy of Wiltshire Community Involvement Team (CIT) to ensure all volunteers follow this guidance when they are volunteering. This guidance is not intended to raise anxiety unnecessarily, but to give volunteers a framework for minimising risk and protect their own health, safety and wellbeing. The CIT are committed to keeping our volunteers safe while they are volunteering with us.

This guidance should be read in conjunction with the Wiltshire Council Volunteer Policy Induction Pack (Appendix 1).

The Health and Safety at Work Act 1974 (section 3) states:

(1) It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health or safety.

Put simply, this means that Wiltshire Council must protect volunteers from risks to their health and safety arising out of, or in connection with, their volunteering activities.

The Management of Health and Safety at Work Regulations (regulation 3) states:

Every employer shall make a suitable and sufficient assessment of the risks to the health and safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking,

The CIT are committed to complying with the above and any other relevant legislation.

What is the purpose of this guidance?

- To outline the duty of care the CIT has to its volunteers.
- To identify the responsibilities of each person in relation to Health and Safety.
- To alert volunteers to the risks presented by lone volunteering.
- To describe procedures which will minimise risks to volunteers, and the children and young people that they support.

In addition to this guidance CIT volunteers will be provided with the following information, instruction and training:

- One full-day induction event
- Role-specific volunteer training
- Safeguarding training
- Shadowing opportunities
- Ongoing support and training
- Data Protection
- Volunteer code of conduct

Personal Safety

Volunteers have a responsibility to take reasonable care of themselves and others whilst volunteering. A specific risk assessment completed by CIT staff should be in place for any high-risk activities.

As a rule, if you feel that an activity is unsafe, causes you concern or makes you feel uncomfortable you should refuse to do this and report your concerns to the CIT.

Be aware of yourself

- Have contingency plans. For example, having emergency contact details available and the CIT will store this information securely on Wiltshire Council approved devices.
- Do not meet with the people you volunteer with if feeling unwell or lack sleep.
- Be cautious about your own personal views and values.
- Think about your body language. What non-verbal messages are you giving?
- Think about your tone of voice and choice of words. Avoid anything which could be seen as sarcastic or patronising.
- Be aware of your own mental wellbeing and any trigger points.
- Think about what you are wearing. Is it suitable for the task? Does it hamper your movement? What signals does it send out? Can a scarf or tie be used against you?
- Be aware of lone volunteering guidelines as detailed below.

Be aware of the environment

- Be aware of how your environment may impact your safety e.g. surface underfoot and any obstacles etc.
- If your volunteering takes you into areas which are isolated or poorly lit at night, avoid the area if possible or be extra vigilant. In case of emergency call the police.
- Be aware of extreme weather conditions and make necessary arrangements e.g. planning routes, clothing etc.
- Be aware of exits, entrances, locations of alarm systems and first aid provision where you are volunteering.
- If using any type of equipment, make sure it is in good working order and used correctly for the appropriate purpose.
- You should not use any type of equipment unless you have been trained and are competent to do so.
- Make sure your vehicle is taxed, has an up to date MOT where applicable and is insured for volunteering.
- Allow sufficient time to carry out your volunteering including travel.

Be aware of other people

- Be aware of any allergies.
- Take note of their non-verbal signals.
- Be aware of their triggers.
- Don't crowd people – allow them space.
- Don't make promises which can't be kept, on your own or someone else's behalf.
- Be aware of the context of your meeting – are they already angry or upset before you meet, and for what reason?
- Listen to them and show them you are listening.
- Be aware of other's confidential information and only share if there is a risk to themselves or others.

Lone Volunteering

CIT volunteers are regularly with children and young people in the community outside of office hours. It is important that volunteers understand what to do when lone volunteering.

For Appropriate Adults, after each callout, you should contact YOT or the Emergency Duty Service to let them know once you have reached your home address.

As a further safeguard, volunteers should let their family know when they are out volunteering and roughly what time they expect to be back. Ensure that family members at home have access to the "Emergency Contacts Card" (see Appendix 2) which gives them the contact numbers for the Volunteer Coordinator, YOT office number, and number for the Emergency Duty Service (Out of Office Social Workers for the council).

If you live alone, please discuss other safety arrangements with the CIT, for example another volunteer acting as a buddy.

In the event that a volunteer fails to make contact at the expected time, the following will take place. The family member or buddy will:

1. Try to make contact with the volunteer.
2. Contact Wiltshire Council Staff on one of the contacts below who will be able to identify what volunteering was being undertaken.
3. If still unable to contact and locate the volunteer, ring the police on 101 and report the volunteer as missing.

You could also consider the use of a personal safety app e.g. Hollieguard in the unlikely event that the police need to be contacted while you are volunteering.

Emergency Contact Details

Sue Nash 07789 94970 or 01225 716623

Youth Offending Team 01249 709400

Integrated Front Door (Emergency Duty Service and MASH) 0300 456 0100

Transporting Children/Young People

Volunteers should take particular care if transporting people in their own cars. Specific guidance on transporting young people is detailed below. Children must normally use a child car seat until they're 12 years old or 135 centimetres tall, whichever comes first. In relation to guidance for using a child car seat or booster seat, please refer to:

<https://www.gov.uk/child-car-seats-the-rules>

Due to Wiltshire's rurality and availability of regular public transport, it is accepted that volunteers will regularly be in situations where they need to transport children and young people using their own vehicles. When these situations occur, the following guidance must be adopted:

- Volunteers who use their own vehicles for transporting children should ensure that that the vehicle is roadworthy, appropriately insured and volunteers transport no more than two young people at a time.
- Volunteers need to be aware that the safety and welfare of the child/young person is their responsibility until they are returned to a parent/carer.
- It is a legal requirement that all passengers should wear seat belts and it is the responsibility of the volunteer to ensure that this requirement is met. Volunteers should also be aware and adhere to the use of car seats for younger children.
- Volunteers need to take into account any specific needs that the child/young person may have.
- Before travelling with a child/young person you should consider whether it is safe for them to be in your car. This includes whether they are under the influence of alcohol or drugs. Volunteers may refuse to transport a child/young person if they feel it is not safe due to the child/young person's behaviour at that time.
- Ensure that there is enough fuel in the car for the journey.
- Ensure that you have a charged mobile phone with you.
- Keep bags and personal belongings, except your mobile phone, in the boot of the car.
- You must never transport anyone else other than the child/young person whom you are volunteering with.
- Never leave a young person sitting in your car alone.
- Never leave keys, valuables or money in a car that a child/young person could take, e.g. when you are at petrol station and go in to pay.
- All drivers must have current business insurance, a current MOT and tax. Checks on these will be carried out as part of the volunteer registration process and also at the volunteer annual reviews.
- It is recommended that older young people should always be carried in the front of the car. Young people under 11 should be seated in the rear of the car but never behind the driver.

Wellbeing

Volunteering can be good for wellbeing and not only enhances the lives of others but can improve the physical and mental wellbeing of the people who volunteer. The NHS' 5 steps to mental wellbeing includes giving to others - *even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering, can improve your mental wellbeing and help you build new social networks.* However, even though volunteering is intended to be an enjoyable experience, sometimes stress can occur as a result of undertaking your volunteering role.

What support is available to you?

All of the volunteer roles have the opportunity to be buddied with another volunteer, this enables volunteers to meet up for a coffee and a chat with other volunteers who live within the same geographical areas. This gives volunteers valuable peer support in between our quarterly support meetings.

If you are struggling with any aspect of your volunteering that is causing you some distress, in the first instance you can speak to a member of the Community Involvement Team staff in confidence. Following this, the team member may advise you to contact your GP. Your GP may suggest that you see an IAPT Psychology Practitioner face-to-face that is available in all GP practices across Wiltshire. They will talk to you about your difficulties and offer appropriate options. If the waiting time for this service is causing you further distress, in some circumstances we may be able to refer you to Council's Occupational Health Department and access a Counsellor.

If in the rare circumstances you experience a critical incident through your volunteering, we can fast track you through the Council's Occupational Health Department and access a Counsellor. Initially, you will be offered up to three counselling sessions. If the Counsellor feels that you need further sessions, this can be arranged, and you will be offered up to three further sessions. After this, further sessions can be arranged on a case by case basis.

Each volunteering role has support meetings and ongoing training that you will be invited to accordingly. These meetings are very important as they provide peer supervision and training updates relevant to the role.

Your welfare is very important to us, please don't suffer in silence and contact us if you are struggling in any way, the first point of contact is Sue Nash or in her absence please contact the YOT and ask to speak to Andrea Brazier or a Team Leader. If out of hours, contact the Emergency Duty Service.

Sue Nash 07789 940970 or 01225 716623

Youth Offending Team 01249 709400

Emergency Duty Service 0300 456 0100

Summary

The Community Involvement Team would like to ensure that your volunteering is a safe and rewarding experience. Below are some key points to keep in mind for good, safe practice.

If you have any concerns or questions, please contact CommunityInvolvementTeam@wiltshire.gov.uk

Guidelines for Good Safe Practice

- Be aware of your own personal boundaries
- Do not hold confidential information unless absolutely necessary, if you do need to do this ensure that it is stored securely in a locked container and do not use an email that you share with someone else.
- Do not promise to keep secrets
- Do not give your address or personal details out
- Keep within the law
- Do not use social media to communicate with the people you are volunteering with
- Do not accept any form of behaviour from the people you are volunteering with that makes you feel vulnerable. If such incidents occur contact the CIT
- Think before you say yes and if in doubt ask
- Do not smoke or vape around the people you are volunteering or give them cigarettes
- Do not drink or purchase alcohol whilst volunteering
- Avoid physical contact such as hugs or showing affection towards people you are volunteering with
- Ensure that you have read and understand all information in this guidance to keep yourself safe enjoy your volunteering experience

Appendix 1

Emergency Contacts Card

Emergency Contacts Card	
Sue Nash Volunteer Coordinator	Office: 01225 716623 Mobile: 07789 94970
Youth Offending Team Office Mon-Thurs: 9am - 5pm Fri: 9am - 4pm	01249 709400
Emergency Duty Service Wiltshire Council out of office Social Workers Mon-Thurs: 5pm – 9am Fri: 4pm through to 9am Monday	0300 456 0100

Volunteers should let their family know when they are out volunteering and roughly what time they expect to be back. Ensure that those you live with have access to the Emergency Contacts Card so that they are able to contact the team in case of emergency.

If you live alone, please discuss other safety arrangements with the CIT, for example another volunteer acting as a buddy.

In the event that a volunteer fails to make contact at the expected time then the following will take place the family member or buddy will:

1. Try to make contact with the volunteer.
2. Contact Wiltshire Council Staff on one of the contacts above who will be able to identify what volunteering was being undertaken.
3. If still unable to contact and locate the volunteer, ring the police on 101 and report the volunteer as missing.

Appendix 2

COVID-19

Due to Covid-19 we have made changes to ensure the safety of our volunteers. All volunteers are required to follow the new volunteering practices and take personal responsibility to ensure social distancing, good hygiene and to support each other's health and wellbeing.

If you have any symptoms of COVID-19 you should not carry out your volunteering and follow the government advice at <https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing/coronavirus-covid-19-meeting-with-others-safely-social-distancing>, refer to the risk assessment that you have received for your individual role(s) and inform your CIT member of staff.

Your responsibilities whilst volunteering

- Follow the risk assessment for the individual roles
- Keep at least two metres (six feet) away from others where possible. If not possible one metre plus other precautions for example, face coverings
- Adhere to the regulations of the premises that you are visiting
- Don't shake hands or hug when greeting other people including your colleagues
- Wash your hands often for 20 seconds using soap and water and dry them thoroughly
- Avoid touching your face
- Ensure face covering hygiene is observed
- Use the test and trace app if you are able to

If you require any PPE please contact a CIT member of staff.