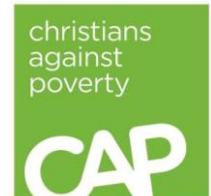


# **Policies & procedures for HOPE Coventry projects - for volunteers**

**March 2024**



## **Policies & procedures enclosed:**

1. Safeguarding Adults (including 'What is abuse?')
2. Volunteering with children and/or pets – for Good Neighbours
3. Guidelines for volunteer drivers
4. Health and safety (including lone working)
5. Gifts and donations
6. Volunteering
7. Equality & diversity
8. Data protection and confidentiality
9. Code of Conduct

**These procedures explain what to do in situations such as being offered money, seeing evidence of abuse, or deciding to drive somewhere with a client. Please read them carefully so that you are confident in knowing what to do.**

**If you have questions, or would like an electronic / printed copy of the policies, contact 07563 902 904 or [office@hopecoventry.org.uk](mailto:office@hopecoventry.org.uk).**

**Other policies are available, such as compliments & complaints, IT use, whistleblowing, social media use, etc.**

## **Safeguarding Adults - for Volunteers (March 2024)**

1. What are abuse and neglect? What types are there?
2. Possible signs of abuse and neglect
3. Who is at risk of abuse?
- 4. What you must do if you suspect abuse is happening**
5. Volunteer actions regarding safeguarding
6. Appendix A: Flowchart - safeguarding response for HOPE Coventry

### **1. What are abuse and neglect?**

Abuse may be physical, verbal or psychological, it may be an act of neglect or a failure to act appropriately or it may occur when an adult at risk is persuaded to enter into a financial or sexual transaction which they cannot consent to due to lack of capacity. Abuse can occur in any relationship and may result in significant harm to the person. Abuse may consist of a single act or repeated acts.

Incidents of abuse may be multiple, to one or more people. Some instances of abuse will constitute a criminal offence. It is illegal to abuse a person. Criminal charges can be brought against the abuser. Examples of these criminal offences are assault, whether physical or psychological or sexual, theft, fraud, financial exploitation, and certain forms of discrimination.

Legal action may be taken against any person found to have committed an act of abuse whilst undertaking activities on behalf of HOPE Coventry.

In all cases of proven abuse against an individual, HOPE Coventry has a legal obligation to refer any individual guilty of abuse to the Disclosure and Barring Service (DBS), which is the legal body overseeing the suitability of individuals in England to work with vulnerable adults.

### **Types of abuse**

**Physical abuse** - including assault, slapping, hitting, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Domestic violence** – including psychological, physical, sexual, financial, emotional abuse, ‘honour’ based violence.

**Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to witnessing sexual acts, or sexual acts to which the adult has not consented or was pressured into consenting.

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable withdrawal of services or support.

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s finances, including in connection with wills, property, inheritance or financial transactions, or the misuse of property, possessions or benefits.

**Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.

**Discriminatory abuse** – harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. This may range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice due to the structure, policies, processes and practices within an organisation.

**Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Self-neglect** – neglecting to care for personal hygiene, health or surroundings. Includes hoarding.

Patterns of abuse vary and include:

- serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;
- long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse; or
- opportunistic abuse such as theft due to money or jewellery left lying around.

## **2. Possible signs of abuse and neglect**

The presence of any of these signs in isolation does not necessarily confirm that someone has been abused. However, they indicate the need for further action under safeguarding procedures.

Some indicators may be normal in certain situations, and do not prove abuse. People being abused might not show any of these signs. **All concerns must be thoroughly investigated.** If abuse is disclosed or suspected, it must be reported and the appropriate procedure followed.

### **Possible signs of Physical Abuse**

One may detect physical abuse via bruises or injuries, or by suspicious patterns of behaviour. These include:

Injuries not compatible with explanation given for how they happened, or ignorance of how occurred	Injuries in places not normally exposed to accidental injuries; under arms, behind ears, inner upper legs.
Concern about the way the person responds to carers, e.g. flinching when approached or touched	A pattern of injuries emerges over time or there are multiple injuries at the same time
A delay, disinterest, or refusal to discuss the injuries or in seeking medical help	The person is kept at home for no apparent reason

### **Possible signs of Neglect (or self-neglect)**

Neglect is a failure to provide 'good enough care' for the person to develop normally. It may also include:

Poor personal or household hygiene – unkempt, underweight, dirty, or smelly.	Constant hunger, sometimes stealing food from others, not eating properly.	The person's needs are not met.
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### **Possible signs of Emotional Abuse**

All types of abuse involve some emotional abuse. The indicators below may indicate abuse, if the person:

lacks self-confidence, constantly needs affection or re- assurance	is constantly tired, withdrawn and may appear depressed	under-achieves or lacks concentration
has a carer / family member / friend who uses aggressive, belittling or controlling language	has poor social skills or is unable to integrate with peers	is unable to express emotions and appears detached
steals from home or community	expresses anger, vindictiveness and aggression or bullies others	shows a fear of God for normal behaviour
sets up situations where they fail or attract rejection or bullying from others	is passive, compliant and keen to please, or has loss of inclination to explore or take risks	shows repetitive comfort behaviours, such as rocking or head-banging

### **Possible signs of Sexual Abuse**

People of all ages are sexually abused and signs can vary according to the developmental age of the person. Sexual abuse is often shrouded in secrecy and the person may have been threatened or pressured not to disclose. If a person is not able to share, changes in behaviour may be the only indication of abuse. Emotional abuse is also relevant in cases of sexual abuse. We may suspect sexual abuse if the person:

displays inappropriate sexual behaviour towards others	Is sexually provocative, promiscuous or re-enacts abuse	has relationships that are secretive and exclude others
is scared of/has a lack of trust in people, or is reluctant to go home	receives unexplained gifts or money, or linked to prostitution	displays a lack of concentration – ‘daydreaming’ or switching off
withdraws from ordinary affection, has poor self-esteem	repeatedly leaves wherever the abuse takes place	has eating disorders, or hoards food/sweets
has inappropriate bed-sharing arrangements at home	has a need for control, feels unsafe if routine is broken	has disturbed sleep with phobias, fears and nightmares
bed wets or soils in day or night	is depressed or attempts suicide	destroys possessions
has recurrent symptoms such as recurrent tummy aches without medical cause	displays challenging behaviour including anger, bullying, or showing hostile feelings	harms themselves by cutting, alcohol or substance misuse

## **3. Who is at risk of abuse?**

The Care Act 2014 defines an adult at risk as a person:

- Who is 18 years and over,
- Who has needs for care and support,
- Is experiencing, or is at risk of abuse or neglect,
- Who as a result of those care and support needs is unable to protect themselves from either the risk of or the experience of abuse or neglect,
- Care and support needs that may be temporary or permanent.

This may include adults who:

- Are frail due to age, ill health, physical disability or cognitive impairment;
- Have learning disabilities;
- Have physical disabilities and / or have a sensory impairment;
- Have a mental health condition/disorder or dementia;
- Have a long-term illness/condition;
- Are misusing substances or alcohol;
- Are unable to demonstrate capacity to make a decision and in need of care and support.

#### **4. What you must do if abuse is suspected**

##### **1) MAKE SAFE**

- Ensure the immediate safety of the client, also considering your own safety/wellbeing.
- If urgent medical help is required, call emergency services – 999.

##### **2) LISTEN**

- If a person is disclosing something to you, listen to what they are saying.
- Ask for clarification if they have said something you do not understand, making sure to use their words or phrases rather than your own.

##### **3) TELL**

- Be clear when you explain that you are unable to promise confidentiality.
- Taking the understanding of the person into account, tell them what will happen next.

##### **4) REPORT**

- Inform the Project Manager (the person with overall responsibility for where you work or volunteer) straight away.
- If they are not available, contact the Designated Safeguarding Lead (appendix A).

##### **5) DOCUMENT**

- Write down exactly the information shared with you, or what you have seen that has given you cause for concern. You may be asked to complete an Incident Form.

If HOPE Coventry volunteers fail to follow this procedure, they may be asked to stop their involvement with the project and information could be passed on to relevant authorities.

WHAT TO DO	WHAT NOT TO DO
<ul style="list-style-type: none"> <li>• Listen to and acknowledge what is being said</li> <li>• Try to be reassuring &amp; remain calm</li> <li>• Explain clearly what you will do and next steps</li> <li>• Try to give them a timescale for when and how you / the DSL will contact them again</li> <li>• Take action – don't ignore the situation</li> <li>• Be supportive, open and honest</li> <li>• Thank them for telling you – they did the right thing by doing so</li> <li>• Tell them that: You are taking what they have said seriously; It is not their fault; You must report this to the appropriate people.</li> <li>• Give contact details for them to report any further details or ask questions that may arise</li> </ul>	<ul style="list-style-type: none"> <li>• Do not promise confidentiality</li> <li>• Do not show shock, alarm, disbelief or disapproval</li> <li>• Do not minimise what is being said</li> <li>• Do not ask probing or leading questions, or push for more information</li> <li>• Do not offer false reassurance</li> <li>• Do not delay in contacting the DSL</li> <li>• Do not contact the alleged abuser</li> <li>• Do not investigate the incident any further</li> <li>• Never leave a vulnerable adult without any idea of what happens next</li> <li>• Do not pass on information to those who don't need to know; not even for prayer ministry</li> </ul>

### **Following a report of abuse**

You will be notified of the outcome of the safeguarding concern as best possible.

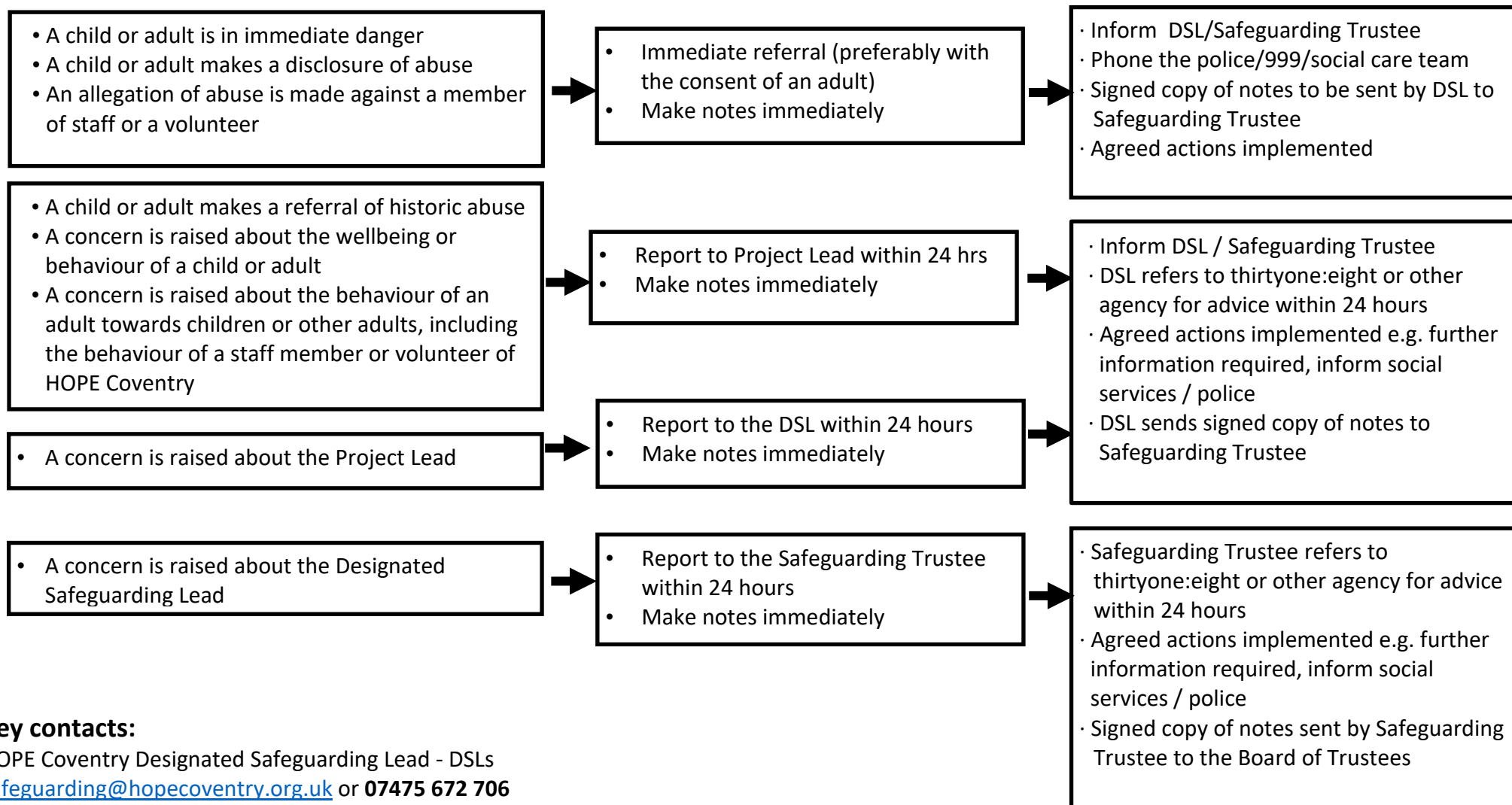
The Board of Trustees will implement all action advised by thirtyone:eight and/or statutory agencies. If a HOPE Coventry worker (employee or volunteer) has been accused of causing harm to a vulnerable adult then this serious incident will be reported to the Charity Commission; if a worker is removed from their post as a result of an investigation, or would have been removed because of the risk or harm they pose to a vulnerable adult, there is a statutory duty to report the incident to the Disclosure and Barring Service (DBS).

HOPE Coventry undertakes to direct all parties affected by a safeguarding incident or concern to appropriate support; where relevant, the local church may be invited to provide pastoral support.

## **5. Volunteer actions regarding safeguarding**

Home befriender volunteers will undergo a DBS check. If the DBS check is blemished, the "Unclean DBS check" policy will be followed.

All volunteers in 1:1 and group settings will be safely recruited by providing details of referees. They will all attend training sessions, including safeguarding training, and agree to read these policies.



### Key contacts:

HOPE Coventry Designated Safeguarding Lead - DSLs  
[safeguarding@hopecoventry.org.uk](mailto:safeguarding@hopecoventry.org.uk) or **07475 672 706**

thirtyone:eight

<https://thirtyoneeight.org> Tel **0303 003 1111** (option 5 Monday - Friday, 09.00 - 17.00)

Adele Harris (HOPE Coventry Trustee with lead responsibility for Safeguarding)

[adele.harris@hopecoventry.org.uk](mailto:adele.harris@hopecoventry.org.uk) Tel: **07736 318 614**

**Policy for accompanying children  
or pets when befriending with  
Good Neighbours (March 2024)**

The HOPE Coventry volunteer public liability insurance does not cover volunteers under the age of 18, or animals. Therefore Good Neighbours Coventry cannot accept responsibility/liability for loss, damage, injury or for prosecutions arising if a child/pet accompanies you on a visit.

If you wish to take a child/children or pet(s) with you when befriending for Good Neighbours Coventry, you must:

- confirm that it is your own decision, and not that of Good Neighbours Coventry, to take child(ren) or pet(s) with you when volunteering.
- understand that if the client is unhappy with having child(ren)/pet(s) in their house, they are welcome to refuse this.
- seek the client's permission prior to each visit regarding the child(ren) or pet(s).
- not leave the child(ren) or pet(s) unattended at the client's house / venue.
- take responsibility for the child(ren)'s/pet(s)' behaviour and safety in the presence of the client.
- understand that under 18s/pets are not insured by the volunteering policies and that you are therefore liable for any damage, loss, injury or prosecutions arising out of their presence when volunteering.

Adult family members of volunteers, e.g. spouses / partners, are not included in this policy. **All adult visitors to an older person under the Good Neighbours scheme must have undertaken volunteer training & safeguarding checks.**



# Guidelines for Volunteer Drivers

March 2024



## A. Drivers

A full driving license is required to drive as a volunteer (not a provisional). You cannot be accepted as a volunteer driver if you have endorsements for offences that imply suspect driving.

The Highway Code states that a driver must be able to read a number plate from a distance of 20.5 m (67ft or about 5 car lengths). If you require glasses or contact lenses to do this, wear them while driving. Do not drive when tired, taking medication that makes you drowsy, over the drink-drive limit, or under the influence of drugs. Please report any illness or disability which may affect your ability to drive to the DVLA.

To claim driving expenses, use the expenses claim form.

## B. Your Vehicle

Ensure that your vehicle is roadworthy and taxed. Section 28 of the Highway Code sets out regular checks that drivers must carry out on their vehicle: brakes, lights, steering, tyres, indicators, mirrors.

If your driving licence, insurance policy or MOT certificate become invalid, you must notify HOPE Coventry that you can no longer drive on behalf of the charity.

Your vehicle is not covered by HOPE Coventry's public liability insurance policy and HOPE Coventry cannot accept responsibility or liability for loss, damage, injury or for prosecutions arising out of its use.

You **do not need business insurance** on your car to use it for volunteering purposes. Most car insurers will not require extra payment for you to use your car to volunteer. Some car insurers do not require you to let them know about volunteer use. The Association of British Insurers have a [web page](https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/motor-insurance/volunteer-drivers/) for you to **find details for your insurer's attitude towards volunteer car use**:

[www.abi.org.uk/products-and-issues/choosing-the-right-insurance/motor-insurance/volunteer-drivers/](https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/motor-insurance/volunteer-drivers/)

## C. Comfort and Safety

Do not take a client in your car if you are concerned about their ability to safely travel with you. Do not take goods in your car if you are concerned about safely transporting them to the destination, or carrying them once you arrive.

Clients should get themselves in and out of a car independently. They must be able to manage their equipment, e.g. canes and walkers, oxygen tanks, wheelchairs. If clients would like gentle steadying when walking, use the following guidelines:

- Ask if your help is needed and respect independence.
- If the client has a walking aid, make sure they use it.
- To steady someone, stand alongside the person and place your nearest hand under their forearm. Support but don't grip their arm, so you can release your hold easily. You can now walk side by side at

their pace, but they should not lean heavily on you. You must not push upwards – just provide a stable platform to steady them.

Report any concerns, such as a passenger who is very unsteady and likely to fall. If the client falls, do not try to catch them – but try to protect their head. Do not attempt to lift them from the floor. Encourage the client to hold onto seats or handrails to help get themselves up.

You and your passengers must wear a seat belt, unless you have an exemption certificate on medical grounds. If a passenger refuses to do so, inform HOPE Coventry.

Passengers should not be left alone during your trip except in an emergency. Please fill up with petrol, go to the toilet etc. before starting the journey.

Safety is paramount. Decisions about driving during inclement weather are completely up to the volunteer. To cancel giving a lift, please notify HOPE Coventry / the client as soon as possible.

If a client asks you for an additional service or to do an errand, you can politely refuse. There is no obligation to provide anything other than the prearranged service, but you may do so if it fits into your schedule. Ask the client to schedule any future extra requests through HOPE Coventry.

## **D. Emergencies**

All accidents and incidents must be reported to HOPE Coventry as soon as possible. In a medical emergency, call an ambulance immediately and do not move your passenger. Use First Aid if you have had the relevant training and if there is a risk to life.

If you are involved in an accident with another vehicle, obtain details of the other driver – registration, insurance details, name and address etc. If there is a risk of fire, evacuate the passenger(s) to a safe distance before attempting to use a fire extinguisher (if you have one). Your first priority should be the safety of your passenger(s) and yourself.

Be prepared for vehicle breakdowns.

## **Health and Safety & Lone Working – HOPE Coventry**

**March 2024**

HOPE Coventry attaches great importance to the health and safety of all employees, volunteers, clients and visitors. All appropriate steps will be taken to promote a safe and healthy working environment. HOPE Coventry will do all that is reasonably practical to identify risks and hazards to health and safety, and remedy quickly any hazards to minimise accidents and ill health.

This provision will satisfy health & safety standards laid out in legislation, codes of practice and other guidance. Adequate resources will be made available to support this.

Responsibilities for health and safety matters are assigned, accepted and carried out at all levels within our management team. Effective procedures for consultation and communication between all levels of management, employees and volunteers on health, safety and welfare will be in place.

All employees and volunteers will be provided with information, equipment, and supervision as is necessary to secure their health and safety and the safety of service users. Monitoring activities will be undertaken to maintain acceptable standards and with the aim of achieving continuous improvement. All equipment that is provided will be safe and properly maintained.

It is the duty of all employees and volunteers:

- to take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work
- to co-operate with HOPE Coventry in fulfilling its statutory duties
- not to interfere with or misuse anything provided in the interest of health and safety.

### **1. Accidents and reporting**

Accidents should be reported to the HOPE Coventry team, who will keep a record.

### **2. Finding cash in the home of a client**

If you are in a client's home and you come across cash lying around, alert the client to its presence and suggest they put it in a safe place. Never take money from a client, or use it to purchase things for them, unless with prior agreement of a HOPE Coventry staff member.

### **3. Manual handling**

Only lift/carry an item if able to do so without hurting yourself. If in doubt, get help or do not move it.

### **4. Stress**

HOPE Coventry will reduce the likelihood of stress for volunteers by:

- Providing regular opportunities for volunteers to contact staff about any queries/concerns
- Ensuring good communication between management and staff
- Providing training to do the job and meaningful developmental opportunities.
- Offering support to staff/volunteers experiencing difficulties elsewhere e.g. bereavement
- Considering the use of external support for debriefing from specific stressful incidents

### **5. Vehicles: follow the 'Guidelines for volunteer drivers' policy.**

## 6. Lone Working

Lone work is work which is carried out unaccompanied or without immediate access to another person for assistance. The main areas where lone working can occur are:

- At an office
- When working outside of normal working hours
- When working in an isolated office or room
- When working in an individual's place of residence

**Staff and volunteers are responsible for ensuring that they take all reasonable steps to ensure their own safety and if in doubt, get out.** HOPE Coventry will take all reasonable steps to ensure that staff/volunteers are not exposed to increased levels of risk by virtue of working alone. This will be achieved, where reasonably practicable, by assessing and minimising the risks, setting up safeguards and enabling staff and volunteers to work within these safeguards.

A general risk assessment will be undertaken for each area of working; this includes people's homes when assessed by a member of HOPE Coventry staff. **Risk assessments cannot cover all eventualities and staff and volunteers must remember – if in doubt, get out.**

### Lone Working in offices or visiting

- 6.1 Volunteers should carry a mobile phone if possible. Volunteers are responsible for ensuring that their mobile phone is working, charged, has sufficient credit and is accessible.
- 6.2 ID should be carried by all staff and volunteers making visits. Staff also carry a second form of ID.
- 6.3 If there is an indication that a building has been broken into, do not enter alone; wait for back-up.
- 6.4 Staff/volunteers will carry out a mental assessment of risk on arrival where the visit is to be made. If it is deemed not safe to enter they should withdraw immediately.
- 6.5 If there is any reason to feel concerned about the risk a client poses, the member of staff or volunteer **must not** undertake a lone meeting with that client. Where there is any doubt, either the visit should be made by two or more staff/volunteers or other arrangements are made.
- 6.6 If at any point during a lone meeting it becomes unsafe to continue, the member of staff or volunteer must seek assistance and/or leave the situation immediately.
- 6.7 Members of staff or volunteers must ensure that they appoint a **suitable** person to be aware of where they are, how they are getting there and what time they are due back.
- 6.8 The appointed person is responsible for being aware of when the member of staff or volunteer is due to return/call, and taking action (i.e. phoning the person, then the police) if they fail to do so.

## 7 Accusations

- 7.1 If a client makes any allegations of inappropriate or illegal behaviour about you, you **must** end the visit immediately and report it to your line manager, who will follow the safeguarding policy.

## **Gifts and Donations Policy (March 2024)**

### **1. Gifts to individuals (members of staff, volunteers and their families).**

- 1.1 Staff and volunteers of HOPE Coventry must never seek personal gifts and if asked, always make it clear to those who use our services, that it is our role to help them and personal gifts or money for free services are never required.
- 1.2 Clients may like to give small personal gifts, such as chocolates or flowers. In order not to cause offence it may be appropriate to accept on behalf of the organisation, or personally.
- 1.2 In the first instance, however, these gifts should be refused or discouraged. **Any gift which is accepted must be worth less than £10. No vouchers or cash gifts can be accepted. Gifts should be at infrequent intervals e.g. birthdays & Christmas.**
- 1.3 **Any gifts should be reported to the HOPE staff team, who will make a record.**
- 1.4 Where appropriate, older people should be encouraged to make a financial donation to support the work of HOPE Coventry rather than buy a gift for staff or volunteers.

### **2. Donations**

- 2.1 HOPE Coventry always welcomes charitable gifts to cover the costs of running the project. If someone would like to donate to the charity, they should be put in touch with the team. Donations via various methods (cheque, bank transfer, online, cash etc.) are possible.
- 2.2 Donations of money given by clients should be passed to HOPE Coventry for use for HOPE Coventry. The gift must be accompanied by the donor's details, unless they expressly wish to remain anonymous. Gift Aid information should be included if possible. HOPE Coventry is responsible for thanking the donor.

### **3. Wills and Bequests**

- 3.1 Staff members and volunteers should not help to draw up, act as a witness to, or agree to be the executor of a client's will.
- 3.2 If a client wants to draw up a will, they should be encouraged to do so through a solicitor.
- 3.3 On occasions, clients may want to make personal bequests to staff members or volunteers. If the staff member or volunteer has prior knowledge of any such intention, they should attempt to persuade the person that a bequest to HOPE Coventry would be more appropriate. In the case of a staff member/volunteer being left a specific gift from a client in an estate, they must report it immediately to their line manager.

### **4. Seeking Advice**

- 4.1 If a member of staff or volunteer is ever in any doubt about any matter relating to gifts, donations, clients' wills or bequests they should discuss it with the HOPE team
- 4.2 This code of conduct is regarded as vitally important for all staff and volunteers. It is for staff and volunteers' own protection as well as reflecting concern for clients.

## **Volunteering policy (March 2024)**

HOPE Coventry is committed to providing opportunities to volunteer and recognises the benefits of including volunteers in our work. A diverse range of volunteers within the organisation brings a value which adds to our understanding of and response to older people's needs.

HOPE Coventry believes that our relationship with our volunteers is one of mutual benefit within which both HOPE Coventry and volunteers have rights and responsibilities. We aim to ensure that volunteers enjoy their involvement and gain from it.

HOPE Coventry will endeavour to match volunteers to roles that best use their skills, and which provide satisfaction, enjoyment; and opportunities for learning and personal development. HOPE Coventry will allocate financial and personnel resources to ensure effective recruitment, management and support of volunteers in their work.

A volunteer is anyone who freely chooses to undertake work for HOPE Coventry through the giving of their time and skills without financial remuneration (beyond reimbursement of expenses).

### **Volunteering Procedures**

#### **1. Overview**

- 1.1 Tasks will be clearly defined so that all concerned with volunteers' activities are sure of their respective roles and responsibilities. Volunteer roles will complement the work of paid staff.

#### **2. Recruitment and Selection**

- 2.1 Volunteer opportunities will be promoted in ways which aim to ensure that there is wide accessibility to what we offer and to promote diversity among our volunteers.
- 2.2 Volunteers are required to complete recruitment paperwork (with help if required) prior to commencing a volunteering role. This will include providing independent references and agreeing to undertaking a DBS check where necessary.
- 2.3 Descriptors will be in place for all volunteer roles, including necessary skills, experience, actual duties and time commitment required.
- 2.4 HOPE Coventry will aim to ensure volunteers are placed in activities which best match their interests and skills, and are expected to comply with our policies and procedures.

#### **3. Support and Personal Development**

- 3.1 Volunteers are expected to attend inductions into the organisation.
- 3.2 All volunteers will have access to support and supervision from the member of staff responsible for their work. Opportunities will be provided for changing a volunteer role as desired by the volunteer and appropriate to HOPE Coventry's needs.

**4. Engagement, Involvement and Recognition**

- 4.1 Volunteers will be encouraged to share their views on current and future activities of HOPE Coventry, through informal feedback and visit reports plus with contact with staff.
- 4.2 Volunteers are able to receive updates about projects via the HOPE Coventry newsletter.

**5. Payment of out of pocket expenses for Volunteers**

- 5.1 Volunteering should be open to everyone and that no-one should be prevented from offering their services to the community because of financial pressures. We will reimburse necessary and agreed expenses directly incurred in work undertaken by volunteers.
- 5.2 Reimbursement will be at standard published rates, reviewed regularly.

**6. Relationships with paid staff**

- 6.1 HOPE Coventry will ensure that staff at all levels are clear about the role and importance of volunteers and that good working relationships are fostered between them and volunteers.
- 6.2 In the unlikely event of industrial action, volunteers will not be asked to do the work of paid staff. They may continue with their regular work but will not be asked to undertake additional duties.
- 6.3 Appropriate training, support and resources will be provided for those who work alongside volunteers and for those who have a managerial role in relation to them.

## **EQUALITY, DIVERSITY, AND INCLUSION STATEMENT – January 2022**

**HOPE Coventry is a charity that enables Coventry churches together to transform our city with the love and power of Jesus Christ. HOPE Coventry works to reach, impact and love the most marginalised in our city.**

HOPE Coventry Trustees believe that every person is made in the image of God and is loved unconditionally by God. Everyone is equal and we all have both the right and responsibility to treat each other with dignity and respect. Each person in all their unique difference should be able to thrive in God's love.

These beliefs are reflected by HOPE Coventry's values and organisational behaviours:

- Christ centred – Jesus Christ is our foundation and inspiration
- Authenticity – our actions and words are congruent with our beliefs and values
- Generosity – attitudes and actions that give beyond the expected
- Reconciliation – a relational approach that restores and develops whole and fulfilled lives
- As one church – we seek to work together in unity

Recognising that equality and diversity are not legal definitions, and may be interpreted slightly differently, Trustees welcome their duties under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations in relation to age (as appropriate), disability, gender reassignment, race, religion, sex and sexual orientation. We realise that these duties reflect international human rights standards as expressed in the UN Convention on the Rights of People with Disabilities, and the Human Rights Act 1998.

It is HOPE Coventry's desire that every client, potential client and person that we come into contact with is treated with love, value, care and respect, regardless of their circumstances. As such, HOPE Coventry ensures that everyone has equal access to our services and activities and we are committed to ensuring there is no discrimination of our clients, potential clients or the wider public.

Trustees are committed to eliminating discrimination in the workplace and ensuring equal access and equal opportunities for all. We want fair outcomes for all, regardless of individual starting points.

The Trustees wish to cultivate a working environment that is free from bullying, harassment, victimisation, and discrimination; striving to promote dignity and respect for all; volunteers and employees, whether temporary, part time or full time, can expect that their individual differences and contributions are recognised and respected.

All staff should understand that they, as well as the Trustees, can be held liable in the course of their employment for acts of bullying, harassment, victimisation and unlawful discrimination, against fellow employees, volunteers, other professionals and clients as well as the wider public.

### **We will:**

1. Ensure that all services and activities provided by HOPE Coventry are accessible to everyone.
2. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, clients, visitors, the public and any others in the course of HOPE Coventry's activities.
3. Review employment and recruitment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.

Good Neighbours Coventry encourages all Coventry adults to consider becoming volunteer befrienders, and actively wishes to recruit volunteers from all faith backgrounds and none.



## **Data Protection and Confidentiality policy**

HOPE Coventry's policy is to maintain all user information confidentially and not to disclose it except where disclosure is required by law or where the user has given their consent to disclosure. HOPE Coventry will respect the privacy of users and ensure that any information shared with the organisation will be used only for the purpose for which it was given.

A 'user' is an individual who uses HOPE Coventry's services, directly or indirectly, and may be a client, another organisation or an individual with an interest in or responsibility for someone in need of help. It also includes members of staff and volunteers.

### **1. Disclosure of confidential information**

- 1.1 The only circumstances in which a breach of confidentiality may be justified are:
  - When there is a danger to the user or where the user is placing someone else at risk;
  - When not to do so would be breaking the law
- 1.2 The appropriate line manager will be consulted when such a disclosure appears necessary.

### **2. Records**

Confidential records will be kept securely on the password-protected databases. Records are kept in line with GDPR requirements. Paper records will be held securely.

### **3. Staff and volunteer compliance**

- 3.1 Great care is taken in the screening of staff and volunteers who may have access to confidential information. Access is only allowed to those who have absolute need for it.
- 3.2 Staff and volunteers are expressly forbidden from divulging confidential information. A breach of this would be considered serious misconduct.
- 3.3 All volunteers must agree to respect the confidentiality of service users.

### **4. Sharing information**

Where it is likely that client information will need to be shared with third parties (e.g. social services, a volunteer befriender, another charity) in order to assist that person, the client will be asked for their consent.

### **5. Access to records**

- 5.1 Users have the right to see information stored about them. Copies may be given but the originals will be destroyed after upload to the database.
- 5.2 Where client information is held in records which also contain information provided by a third party, the client will not be given access to the third party information without prior permission from the third party involved.

### **6. Destruction of confidential information**

- 6.1 Confidential information should not be held without a good reason, and will be disposed of securely once any legal time requirement for its retention is passed.
- 6.2 Records are deleted from devices' hard drives when not required, e.g. when uploaded to the database.
- 6.3 ID document copies for performing DBS checks are deleted when the DBS check is returned.

# HOPE Coventry - Volunteer Code of Conduct

March 2024



As a HOPE Coventry volunteer for any project of the charity, **you must:**

1. Act with integrity and honesty in your role.
2. Make sure to have a sound and up-to-date knowledge and understanding of HOPE Coventry and its policies, and comply with those policies.
3. Undertake any necessary training or meetings for your role.
4. Ask for support in your role, if you have any needs or queries.
5. Listen to staff, other volunteers, beneficiaries and other stakeholders.
6. Treat everyone fairly, honestly and respectfully, without prejudice or discrimination.
7. Ensure language is appropriate and not offensive or discriminatory.
8. Ensure any equipment is used safely and for its intended purpose.
9. Challenge any unacceptable behaviour and report any breaches of this Code of Conduct without delay.
10. Report any allegations or suspicions of abuse or fraud, or wider concerns.
11. Respect everyone's right to personal privacy. Ensure that any personal information is kept secure and not disclosed outside of those who need to know.
12. If you commit to doing something and are unable to, ensure the charity is made aware as soon as possible.

## **You must not:**

1. Allow concerns or allegations to go unreported.
2. Develop inappropriate relationships with beneficiaries of the charity, such as with children or vulnerable people.
3. Act in a threatening or intrusive way.
4. Make inappropriate promises to vulnerable people, particularly in relation to confidentiality.