

THE CHURCH
SCHOOLS OF
CAMBRIDGE

Volunteer Handbook

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WELCOME

Welcome to The Church Schools of Cambridge!

I am delighted to have you as a member of our team and hope that you will find working with us an exciting and rewarding experience.

Thank you for your time and expertise. We are very grateful that you are willing to help us to run events and enhance the learning experience for the children.

It is an important role that we feel warrants this set of useful guidelines that run alongside the essential details of the event(s) that you will be involved with. This handbook is intended as a helpful guide and reference book for you. It summarises Trust policies and procedures and highlights how things operate in the Trust. It also describes the Trust's policies on a number of important issues, some of which are the result of legislation and others of which are Trust conventions and practices. Please do take the time to read this carefully because it contains a great deal of useful information to help you quickly settle into your new role.

We hope the information will make you more confident and comfortable when you work with us.

Some of the Trust's policies and procedures, which may be amended from time to time, due to changes in legislation or the operations of the Trust at the Trust's total discretion. Relevant pages will be updated when appropriate. The handbook will be given to you but electronic copies can also be requested from the administrator (admin@csosc.org.uk) along with versions of Trust policies and procedures.

Isobel Rawlinson

Director, Church Schools of Cambridge

ABOUT US - OUR VISION

The Church Schools of Cambridge is a small Anglican charity working in Cambridge and the surrounding villages. Our vision is to grow Christian environments where children can learn and flourish.

The work of the Trust encompasses supporting Church of England schools, within and around the city of Cambridge, providing opportunities for children from these and other schools to find out more about Christian life (through our exhibitions) history (through our footprints of faith) and funding a range of projects which support children and enable them to explore their spirituality.

We have a particular responsibility for the schools where we own the land and buildings. These are Park Street C of E Primary, St Luke's C of E Primary, St Paul's C of E Primary and St Philip's C of E Primary all of which are voluntary aided (VA). We provide funds to help maintain and improve their buildings and offer further support through a variety of initiatives.

The Trust recruits and appoints foundation governors to our schools, these have particular concern for the Christian values and ethos of the school, demonstrated through collective worship and RE, as well as the strategic direction of the schools

We also provide a small annual grant to St Bede's Inter Church secondary school.

CSOC EMPLOYMENT POLICY

The Trust provides equal opportunities and is committed to the principle of equality regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or religious beliefs, sex or sexual orientation.

The Trust will not condone any discriminatory act or attitude in the conduct of its activities with the public, students or employees. Acts of harassment or discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or religious beliefs, sex or sexual orientation are disciplinary offences.

As a volunteer working for us it is likely that you will be seen as acting on behalf of the charity. This means that if you break the equality law by unlawfully discriminating against those we work with, both you and the charity could be held legally responsible.

Religious beliefs and genuine occupation requirement

The Church Schools of Cambridge is an organisation with a Christian ethos and vision to grow Christian environments where children can learn and flourish. We seek to ensure that all CSOC activities are inclusive as far as possible within our remit as a Christian organisation working with Church of England Schools. We reserve the right to recruit Christian staff and volunteers where there is a genuine occupational requirement to do so and this is within the law.

Safeguarding Children Act

When obtaining references, we perform criminal record checks through the Disclosure and Barring Service (DBS) for staff and volunteers who will have substantial access to children in accordance with our safeguarding policy. Further information on Safeguarding can be found in the Safeguarding policy.

Please refer to the Safeguarding policy (contact the administrator admin@csoc.org.uk) for further information.

VOLUNTEERING FOR THE TRUST

Personal information

The Trust has a responsibility to Safeguard anyone that we meet. All volunteers are checked to ensure they are suitable to work with children. The information you have provided, and we have obtained forms our decision on your suitability to volunteer. In the event of such information proving to be untrue or misleading, the Trust reserves the right to no longer use your services. If you have any concerns regarding this, you are encouraged to speak with the Director as soon as possible.

Eligibility to volunteer

Your suitability to work with us is based on you the public and children is based on

- Proof of eligibility to work in the UK (refer to appendix 1 for overseas workers);
- Receipt of satisfactory references.
- Satisfactory completion of any checks or registration that may be required under the Safeguarding Vulnerable Groups Act 2009, as appropriate. This includes and is not limited to DBS clearance.

During your time volunteering with us, you are required to immediately report to the Trust any convictions or offences with which you are charged, including traffic offences.

SAFEGUARDS

Behaviour at work

You should behave with civility towards other volunteers, employees and the public. No rudeness will be permitted towards children/students, visitors or members of the public. Objectionable or insulting behaviour, or bad language will render you unsuitable to work with the Trust.

You should use your best endeavours to promote the interests of the Trust and shall, during your time working with us devote the whole of your time, attention and abilities to the Trust and its affairs.

Helpers at events and legal duties

In any work with children, volunteers accept a duty of care. However, when we welcome volunteers to support our events we accept that staff must take reasonable steps to ensure that helpers take care of children's safety.

- You will always be working under the supervision of the Project Officer or other staff and there will be class teachers and other adults accompanying the children, and you will not be left in sole charge of children.
- We ask prospective volunteers to familiarise themselves with our Safeguarding Children Policy and offer Safeguarding training to those who have not received it or require a refresher.
- We require all our volunteers to have an DBS (disclosure and barring service) check.

Supervising children

When you are at an event the children will be expected to treat you as a member of staff. Please expect and accept only the highest standards of behaviour from them.

When you are supervising children, the following points will help: -

- Always treat children with respect and in the same sort of way that you would expect them to treat you.
- Be friendly towards them.
- Avoid shouting.... if you speak normally, they will have to be quiet in order to hear what you are saying.
- Give clear instructions in as much detail as is appropriate.
- Don't be afraid to quietly and calmly correct a child that is misbehaving but try to avoid physical contact with the children.
- Encourage the children with praise whenever possible.
- Do not let the children become 'silly' or over-friendly with you. They must learn to behave socially towards adults working with them.
- Encourage them to be polite to one another.
- You will sometimes see children being disciplined. Please be aware that you will not always know what has happened previously, or the warnings that have been given.

Safeguarding Children

If you are concerned about a child for any reason, please speak to someone. Please refer to our Safeguarding Policy for more information. This can be found on our website or obtained from the administrator admin@csoc.org.uk

Security

When you arrive at the site, please make yourself known to the member of staff running the event. If this is on a school site please sign in at the school office, noting your time of arrival. We need to know who is at our events in the event of an incident. Volunteers working in a school will be issued with a badge to wear during the time in that school. Please return all badges and sign out when you leave at the end of your visit.

Confidentiality

Whilst you are working with us you may become aware of confidential information. about the children. Confidentiality is vital to building trust between schools, staff and children. Confidentiality protects you, it protects the child and their family; it gives peace of mind to all parents and it also maintains the professionalism of the Trust. Please respect this.

It is unacceptable to discuss anything relating to individual members of staff or children outside of the Trust.

Copyright

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during your time with the Trust, is Trust property and copyright. At the time of end of you service with the Trust, or at any other time upon demand, you shall return any such material in your possession to the Trust. (N.B. Regarding publications/articles, note the section relating to Publications/articles below).

Statements to the media

Any statements to reporters from newspapers, radio, television, etc. in relation to Trust affairs may only be given by the Chair, the Director or their appointed deputy.

Data protection

Legislation was introduced in 1998 to regulate personal data held either on computer or within a manual filing system. As an employer it is our responsibility to ensure that the documentation held is relevant, accurate and where necessary, kept up to date. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects under the Act and subsequent acts. As a volunteer you will have the right, upon written request, to be told what personal data about you is being processed. You will also have the right to be informed of the source of the data and to whom it may be disclosed. Any requests for such access will be dealt with promptly and in any event within 40 days of receipt of the request. Volunteers wishing to see such information should make a written request to the Director.

You will be expected to assist the Trust to comply with its obligations under the Data Protection Act when dealing with all data, including manual data and computerised data.

Intellectual Property

Anything that is created with Trust funding i.e. Footprints, Exhibits, research, Lay Chaplaincy training resources remains the property of the Trust.

An invention or discovery made by you will normally belong to you.

Publications/articles

The Trust will not assert any claim to the ownership of copyright in books, articles, lectures and other similar works apart from those specifically commissioned by the Trust.

Prior permission must be obtained before any publications; articles etc., which make reference to the Trust, are published.

Any Trust property e.g. photographs etc. which you may be allowed to use in any publication, article etc. must be acknowledged as being provided by the Trust.

STANDARDS

Wastage

In line with many organisations The Trust has a policy of minimum wastage, which is essential to the cost-effective and efficient running of the Trust and our commitment to encouraging all volunteers to be mindful of the effect of their actions on any natural resource.

Standards of dress

Whilst volunteering with us you are representing the Trust. It is important that you present a professional image regarding appearance and standards of dress.

HEALTH, SAFETY, WELFARE AND HYGIENE

Each volunteer must familiarise themselves with the Trust's **Health and Safety Policy**, which can be found on our website.

Health and Safety procedure relating to hired spaces

The Trust will seek to ensure that premises hired for use for an activity it directly delivers (excluding those to which it has purely given grant funding), provide safe and healthy conditions for all employees, volunteers and service users. Any activity planned for use on hired premises must be approved in advance by the Director to ensure appropriate H&S procedures and checks are in place.

The Director is responsible for:

- ensuring that staff carry out a risk assessment of any premises on which the Trust runs an activity
- making sure that a trained First Aider is present during such activities
- ensuring that staff are aware of the health and safety procedures in place in the space in which they are working, and are confident to impart this knowledge to volunteers and service users

Any incidents or near misses that occur on such premises should be reported to firstly to the named Health and Safety officer for the premises, and also reported to the Director. Any such incidents should be formally recorded in the Trust's accident book. Staff and volunteers are expected to bring to the notice of the Director any worrying, dangerous, or potentially dangerous situations that they become aware of.

The Director has ultimate responsibility for ensuring this policy is abided by and that staff are informed as to health and safety expectations. The Trust recognises its duty to make regular assessment of the hazards and risks created in the course of our business.

We also recognise:

- our duty to co-operate and work with other employers from time to time and to ensure the continued health and safety of all those at work; and
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

Fire Safety

Fire evacuation protocols are covered at the beginning of each event, using the evacuation procedures for the building you are in. Please make yourself familiar with these.

When you are in school the children will be expected to treat you as a member of staff. Please expect and accept only the highest standards of behaviour from them.

Hygiene

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for volunteer work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before recommencing work with other people.

If you are in anyway concerned, then please discuss with the Projects Officer or Director in the first instance.

First Aid

Children visiting an event may have a range of allergies and medical conditions. This information is provided in advance to our staff and the staff accompanying the children will be carrying any necessary medication. In the case of children with nut allergies, their staff are trained in the use of an Epi-pen.

In an emergency, please seek the help of a member of staff immediately! Anaphylactic shock must be treated urgently.

Children are accompanied by staff on all trips they are first aid trained and can assist with minor accidents requiring attention.

GENERAL TERMS AND PROCEDURES

Changes in personal details

You must notify the Trust of any change of name, address, telephone number, etc., so that accurate information can be maintained on the Trust's records and contact can be made with you in an emergency, if necessary, outside normal working hours.

Expenses

The Trust will reimburse you for any authorised expenses incurred on Trust activities, which have been previously agreed in accordance with the Trust's **Financial Procedures**

Communications

The Trust will try to keep you informed about items of interest by means of emails and ad hoc meetings. Where appropriate, we may request that a volunteer meeting be convened.

Volunteer property

The Trust does not accept liability for any loss of, or damage to, personal property.

Mobile Phones

We request that volunteers do not use mobile phones whilst interacting with children. Mobile phones must never be used to take photographs. The Trust has a camera to take pictures of events. We very much appreciate your support in implementing this policy in order to keep children safe.

Use of own vehicle

If you use your own vehicle on Trust business, it is your responsibility to ensure that the vehicle is insured for such use and that the vehicle is roadworthy and satisfies all legal requirements, e.g. road tax, M.O.T. etc. Proof of adequate insurance, driving licence, tax and an MOT certificate must be produced for scrutiny by the Trust; upon renewal and at any time when so requested.

Any fines imposed by relevant authorities including (but not limited to) speeding and parking will be payable by the employee. The Trust takes no responsibility for the payment of fines

incurred by the employee during their employment. In the event that the Trust receives the summons on the employee's behalf or owing to a fine incurred by the employee, we may pay the fine and deduct the cost from the employee's salary.

Corporate and Social Responsibility

The Trust is committed to its corporate and social responsibility, as far as it is applicable.

We are committed to:

- ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards;
- acting in a socially responsible way;
- encouraging our business partners to strive for matching performance;
- continuous improvement in our corporate and social responsibility policy;
- operating in a way that safeguards against unfair business practices;
- encouraging all employees to be mindful of the effect of their actions on any natural resource;
- periodically reviewing and reporting on our performance to help us meet our aims.

Stress in the Workplace

We are committed to protecting health, safety and welfare of our volunteers. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing the causes of stress in the workplace. We will ensure that excessive pressures are minimised and, in the event that an adverse reaction arises, that work-related stress is managed effectively. Please note that you have an obligation to take care of yourself and your colleagues whilst at work. This includes advising management of any circumstances which may cause or increase stress. Due to the individual nature of the causes of stress and subsequent physiological or behaviour symptoms, each case will be treated on an individual basis.

Anti-bribery policy

Gifts

You must not accept or solicit any gifts, money, services or other inducements for personal gain or the gain of family and friends. The only exception to this is gifts of a trifling nature and value.

Bribery Act 2010

The Bribery Act 2010 provides for sanctions to be applied against individuals and companies for specific bribery-related offences. It is an offence to:

- bribe another person
- accept a bribe
- bribe a foreign public officer
- fail, when acting in the capacity of officer of a commercial organisation, to prevent a third party paying bribes on its behalf.

Special event-related gifts, such as flowers on the birth of a child, where given in a proportionate and appropriate manner, are acceptable.

Whistle-blowers

Under certain circumstances, you may feel it is necessary to make disclosures about the organisation for whom you work. This is commonly known as 'whistle blowing'.

You should in the first instance report any concern you may have to the Director who will treat the matter in complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the Chair of the Trust. If you do not report your concerns to the Trust, then you should take them directly to the appropriate organisation or body, e.g. the Police, the Environment Agency, the Health and Safety Executive.

You are encouraged to use the procedure if you are concerned about any wrong doing at work. However, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then it will make you liable to immediate termination of your services.

TERMINATION OF SERVICES

We understand that commitments change over time, and you may no longer be able to help us in the future. If this becomes the case, please notify the administrator (admin@csosc.org.uk) so that we can update our records.

APPENDIX 1

The table below details whether those from overseas (outside the EU) can volunteer for a UK charity.

Type of Visa	Can I Volunteer?	Notes
Tier 1: Highly skilled workers, investors, entrepreneurs or post-study workers.	Yes, unless classified as entrepreneur.	<p>Entrepreneurs are only allowed to volunteer / do voluntary work for the business they have established, joined or taken over. Other Tier 1 migrants are free to volunteer/ do any voluntary work they want (other than some restrictions on doctors/ dentists in training and sports people).</p> <p>See immigration rules at GOV.UK</p>
Tier 2: sponsored skilled workers with a job offer	Yes	<p>Tier 2 migrants can undertake voluntary work in any sector and must not be paid, apart from reasonable expenses outlined in section 44 of the NMW Act 1998.</p> <p>See guidance at GOV.UK</p>
Tier 4: student	Yes	<p>Students following a course of degree level study or a foundation degree course can do no more than a total of 20 hours per week of paid or unpaid work in term time.</p> <p>Students following a course of study below degree level study (excluding a foundation degree course) can do no more than a total 10 hours per week of paid or unpaid work in term time.</p> <p>Download the guidance document at GOV.UK (pdf, 1.4MB)</p>
Tier 5 (Temporary Worker): Sponsored temporary worker	No	<p>T5 Temporary Workers under the International Agreement sub-category cannot undertake voluntary work.</p> <p>See the guidance at GOV.UK</p>
Tier 5 (Temporary Worker): Unpaid charity worker	Yes	<p>The individual must be sponsored by an A or B-rated licensed charity with whom they will be volunteering.</p> <p>They are allowed to do up to a total of 20 hours supplementary work, paid or unpaid, but such work must be either: (1) in the same profession and field; or (2) on the Tier 2 shortage occupation list</p> <p>See the guidance at GOV.UK</p>
Tier 5 (Youth mobility scheme)	Yes	<p>See the guidance at GOV.UK</p>
Dependant of a Tier 1,2 or 5 migrant	Yes	<p>See guidance on dependants of Tier 1, 2 and 5 migrants at GOV.UK.</p>

Dependant of a Tier 4 migrant	In some circumstances	<p>Cannot undertake paid/unpaid work if their Tier 4 sponsor has applied for leave of less than 12 months or for a course that is below degree level.</p> <p>If they are not permitted to work they are not permitted to volunteer. If they are subject to minimal restrictions on employment they can volunteer.</p> <p>See the guidance at GOV.UK</p>
Short-term student visa	Yes	<p>Short-term students are not allowed to work in the UK, either in a paid or an unpaid job. They are not allowed to enrol on a course of study that includes a work placement or work experience.</p> <p>Short-term students can volunteer but may not do voluntary work. You must be clear on the difference between the 2.</p> <p>See page 13 of the short-term students guidance at GOV.UK (pdf, 280KB)</p>
Standard Visitor	In most circumstances	<p>Allowed to volunteer for up to 30 days for a registered charity during stay, except when entering through Approved Destination Status agreement (with China).</p> <p>See visitor rules at GOV.UK</p>
Marriage/ Civil partnership Visitor	Yes	<p>Allowed to volunteer for up to 30 days for a registered charity during stay.</p> <p>See visitor rules at GOV.UK</p>
Permitted Paid Engagements (PPE) visit	Yes.	<p>Allowed to volunteer for up to 30 days for a registered charity during stay.</p> <p>See visitor rules at GOV.UK</p>
Transit visit	No.	See visitor rules at GOV.UK