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| Your group logo/name  Volunteer Policy  Your group/charity registration number |
| This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.  This will ensure that this document is current and fit for purpose. |
| This Policy was approved by name of person with authority within the group |
| Date introduced |

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**1.** **Introduction**

The aim of the group, charity, organisation or individual (for the purpose of this document referred to as ‘group’) is to work with the homeless community and any vulnerable person they come into contact with, while in doing so ensure all volunteers are kept as safe as possible within the guidelines of safeguarding and are clear about their responsibilities on behalf of GROUP NAME.

**2.** **Policy commitment**

GROUP NAME is committed to safeguarding volunteers from harm while being able to support locally based services to support the homeless – treating everyone with respect and confidentiality while dealing with any vulnerable/homeless person is a must.

**3.** **Aim of the policy**

The aims of the policy are to:

· Clarify the roles and responsibilities of all parties within scope of the policy;

· Support the promotion of a safe environment and a culture of care in which the rights of vulnerable people are protected and respected;

· Promote best practice in how volunteers interact with vulnerable adults while providing community based services;

· Develop clear guidance and procedures for those volunteers working with vulnerable people and ensure through training and support that they are aware of these and able to implement them;

· Provide a framework for developing partnerships with appropriate external bodies e.g. Manchester City Council, Greater Manchester Police, NHS, Specialist homeless drug/medical/housing services and Social Services Departments where appropriate, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of vulnerable people.

**4.** **Advisory guidelines to follow**

**It is advised that volunteers should complete an application form, have references checked and have completed an induction session or training on at the least;**

* Safeguarding/Protection of vulnerable adults.
* Confidentiality

This can be covered by the training options outlined on the Street Support best practice section www. Training section

· It is advisable that volunteers be over the age of 18, this is due to the complexities of the homeless community and possible risk associated within this role.

.· It is advisable that volunteers do not put themself in any additional risk by offering lifts, offering places to stay within their own home or revealing personal information such as address or phone numbers.

· It is advisable that groups work within numbers of 3 or more to maintain safety.

· It is advised that volunteers of GROUP NAME leave valuables at home when volunteering. There have been incidents of volunteers being the victim of theft and street robbery.

· It is advisable not to lend cash to anyone, there have been reported incidents of volunteers being threatened when unable to provide more cash, cigarettes or

· On a standard street kitchen when moving away from the main group you must Stay in 2’s (Street Outreach stay in 3’s), we have your safety as our priority. Stay together, stay in touch with the Team Leader or the senior management team and stick to well-lit well known areas. Keep in mobile contact with the Team Leader

· Do not take anything home or offer to dispose of anything. If anyone asks you to take old clothing or hold onto anything for them politely say no, there is the risk of needle scratch and lice etc.

· BE AWARE there are some people who may not be so genuine so, don’t be afraid to say no. Always call for backup if in doubt.

· Do not make promises. The people we work with may have been let down by society and possibly their family. We only give out what we have been donated, we cannot promise to have anything by any set day or time. Make sure you tell the Team Leader who is running the shift that we need to source an item so we can all try to get it. Do not go and buy items for people as tempting as this is it only leads to expectations that cannot be kept. New items can become currency on the streets and could put a rough sleeper at risk of attack.

· Whatever information that may be shared on a street kitchen is confidential; breaching this could put your position with Coffee4Craig at risk. Any sensitive information should only be shared with your line manager who will decide whether any further action or information sharing is needed. See the confidentiality policy for more information about sensitive information. Rule of thumb ‘If in doubt, check with a Team Leader or Senior Management’.

· Don't go to areas other than a street kitchen. There are reasons the street kitchen is on specific days & times. Not only are you putting yourself and the rough sleepers at risk but also Coffee4Craig too.

· No photos, names or videos to be taken other than by the Team Leader with the authorisation of the people concerned. The Team Leader is the ONLY one allowed to take photographs with permission. No photo's, videos or names are to be mentioned on your own pages in any social media site. The people pictured might have fled from abuse or have children and don't want their details and face plastered on the internet. Please be respectful.

· Refer all issues or concerns to the Team Leader immediately. Especially if you are concerned about he vulnerability of a guest be it through intoxication, age or presentation at the street kitchen. Please tell someone if you have a concern.

· Be respectful of yourself, the people we work with and each other. There is nobody better than anyone else or more important than the person stood next to you whether that be another volunteer or someone you are working with, we are all one kind - human kind.

**5.** **Scope of the Policy**

The policy is in respect of Coffee4Craig’ responsibility towards:

· Vulnerable people defined, for the purposes of this policy, as anyone who may be in need of community care services and who may be unable to take care of themselves or protect themselves from significant harm or exploitation.

· The volunteers of Coffee4Craig who have dealings with vulnerable people and who are required to act in a position of trust and to act responsibly and within the law.

· The volunteers of Coffee4Craig who, while not required to act in a position of trust, will come into contact with members of these groups on a regular basis during the course of their work.

· Volunteers and other workers involved in the provision of Coffee4Craig services.

**6.** **Review**

This policy and the guidance will be reviewed annually or whenever there is a change in the related legislation or when an incident dictates.

This ensures that these documents are up to date and fit for purpose.

The review will be the responsibility of the senior management team.

**7.** **Clarifying Role Agreement between Volunteer & Coffee4Craig**

Discuss with your line manager with regard to your specific role, the job description is verbal but can be put in writing.

You can email a request for description via [office@coffee4craig.co.uk](mailto:office@coffee4craig.co.uk) This request should be responded to, by C4C, within 48 working hours.

Please can you confirm receipt of this policy via the Street Kitchen Page with

‘I agree to Volunteer Policy’ as a comment below the post containing this policy.

Thank you

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| --- | --- | --- |
| Name | Signed | Date |
| Mr Hendrix Lancaster,  Director | HendrixPreSign.jpg | 27th June 2016 |