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# INTRODUCTION 01

# WELCOME

Firstly, a huge welcome to The Valley Project and thank you for considering becoming a volunteer or student with us.

We have many different volunteering opportunities within our organisation, from becoming a charity trustee to gardening and maintenance, collecting resources to supporting play sessions.

You will never be left on your own with the children, a member of paid staff will always be on hand to support you.

Volunteers and Students play a vital role within our organisation and we really appreciate you offering your time to The Valley Project.



This handbook was developed to outline the policies, procedures and conduct we expect from you but also what you can expect from us as an organisation.

You should familiarise yourself with the contents of the handbook as you will be asked to sign that you have read and understood the document before you can start your placement.

We hope that your experience with our team will be challenging, enjoyable, rewarding and fun.



# PROJECT OVERVIEW 02

We are an open access play provision (which means children are free to come and go at any time during the sessions) and we support children to take risks and explore their boundaries. We promote adventurous free play; we may sometimes plan activities but it's up to the children to decide what they play and how they use the resources available to them.

Your clothes may get dirty and you will certainly go home tired but we hope that you will gain new skills, increase confidence, meet new people and feel good about supporting your local community.





# SAFEGUARDING 03



“Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should work pro-actively and intervene early to safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.” (Bradford Safeguarding Board)

If you have any concerns about children or staff please make detailed records of your concerns and take them directly to a Project Co-ordinator as soon as possible. They will then decide on the best course of action in line with our safeguarding procedures.

We ask that all volunteers and students have an up-to-date DBS disclosure (we can apply for one for you if you do not already have one). We will need to see sight of the DBS form and will record the DBS number and issue date for our records.





## Health & Safety

We have legal duties under the Health and Safety at Work Act to provide and maintain a safe working environment. If you see anything within the environment that is damaged or you would class as unsafe please remove it (where possible) and immediately report it to a member of staff.

Appropriate protective clothing will be supplied for certain activities (masks, gloves, etc.) and we ask that you wear this for the safety of yourself and others.

In the event of an accident, we ask that you stay calm, call for help and stay with the person in question. Once a staff member is in attendance, they may ask you to support them but you will no longer be responsible for managing the situation.

You must not engage in dangerous or reckless behaviour involving risk of injury to yourself or others.

If you ever feel uncomfortable with your level of safety or the safety of others at any time during the play sessions please come and talk to a member of staff.

## Confidentiality

As a local project you may see and hear things about children or families that you know but under no circumstances must you share this information outside of the organisation or take matters into your own hands, any issues must be dealt with by the organisation and its staff.





# BEHAVIOUR 05

As a volunteer or student, we ask you to be enthusiastic and engage with children and parents. We ask you to be honest, polite, reliable and conscientious in carrying out your placement.

We expect that you will relate to everyone (children, parents & staff) with respect, without bias, discrimination or abuse. In return we expect others to treat you the same way. If you experience any forms of disrespect, discrimination or abuse please report it to a member of staff immediately, who will deal with it accordingly.



Volunteers and Students must not be under the influence of alcohol or un-prescribed drugs during working hours.

Bullying or harassment will not be tolerated, this includes derogatory language, use of remarks, 'jokes' and banter about age, disability, gender, race, religion and belief or sexual orientation, which are offensive, abusive or belittling and detrimental to a good working environment.

We ask that you take reasonable care of property, equipment and resources and ask that you report any loss, damage, defect or failure as soon as practical.



# ATTENDANCE & HOURS 06



As a volunteer or student, you can decide which days you are available for and how many hours you would like to do. All we ask that if you have committed to a session that you arrive on time and if you are going to be unavoidably late or are unable to attend then you ring and let us know as soon as possible.

Please only commit to the hours you feel comfortable volunteering, we do not want to overstretch you.



# PRACTICAL INFORMATION 07

## Smoking

Smoking is not permitted during sessions. If you need to smoke it must be done during allocated breaks and in designated smoking areas away from session.

## Social Media

Volunteers and students must not discuss organisation related information or post work photos on any personal or group social media accounts.



## Mobile Phones

We ask that you only use mobile phones during a session if urgently needed to or in an emergency and that calls are kept to minimum.

Volunteers and students must never use mobile phones to take photos of children at sessions.





## Insurance

Once you are formally registered with The Valley Project you will be covered by our insurance for Public Liability & Personal Accident. The insurance is only valid if you are carrying out agreed tasks.

You will not be covered for loss or damage of personal property so please keep personal items safe during sessions / events or leave them at home.



## Vehicles

If volunteers or students choose to travel to and from sessions in their own vehicles, they are not covered under our insurance policy and must make their own insurance arrangements.

## Expenses & Petty Cash

You can be reimbursed for out-of-pocket expenses incurred while volunteering, provided they have been agreed beforehand by a line manager. This will mainly include small scale equipment bought for a session (art supplies, cleaning products, etc) or travel costs.

The amount must be agreed in advance and a full VAT receipt must be submitted within 1 month of the expenditure.





# SHARED EXPECTATIONS 09

## What we can expect from you



To perform your role to the best of your ability



Speak to your volunteer coordinator if you are unsure about anything or have any questions or concerns



To respect staff, children, parents and other volunteers



To be on time or to let us know as soon as possible if you can not make it.



To wear appropriate clothing and footwear







## What you can expect from us



Provide a safe working environment



Provide you with one to one catch ups between you and your volunteer co-ordinator about your role and offered guidance and support when needed



To value and respect you



Communicate with you about any training opportunities available to do



To ensure you have a clear understanding of the charity and your role within it and answer any question you might have





# ONGOING SUPPORT 11

## Support

Each volunteer will be offered regular one to one chat up meeting with their volunteer coordinator to discuss your role and express any concerns you might have. This is an opportunity to ensure that you are happy and discuss your future with us.

The valley projects policies and procedures are available on request should anyone wish to see them.



## Training

Training opportunities may be available to volunteers to develop skills and knowledge. If there are any training opportunities you would like please inform your volunteer coordinator and they can support you with this.

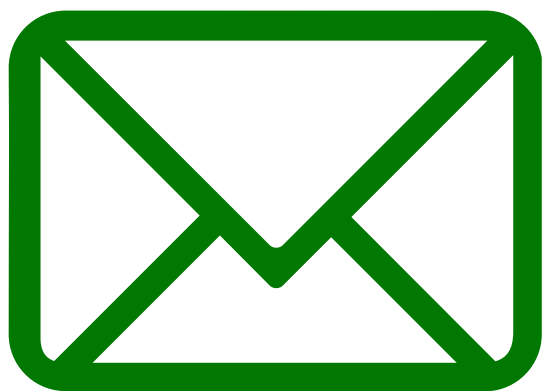




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**[www.thevalleyproject.co.uk](http://www.thevalleyproject.co.uk)**



If you require any further information about volunteering with  
The Valley Project please do not hesitate to contact the  
Volunteer Co-ordinator.

(This is an honourable agreement, rather than a legal one, and  
may be cancelled at any time by either party. This agreement is  
not regarded by either party as an employment relationship.)

I have read and understand the above handbook.

Signed:..... Date:.....

Print Name:.....