



CVSBEH Volunteer Essentials & Boundaries

Welcome to CVSBEH Volunteering and thank you for giving your time to our organisation and the community. These essentials & Boundaries give you the most important contacts and information around volunteering for us:

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They are based on our more comprehensive Volunteering Handbook which can be found in the [volunteering section](#) of our website.

Important contacts

Chair of Board of Trustees: Jan Wing / jan@warewings.net / 0300 123 1034

Chief Officer: Ian Richardson / ian@cvsbeh.org.uk / 0300 123 1034

Deputy Chief Officer: Susan Lankester / susan@cvsbeh.org.uk / 0300 123 1034

Volunteer Coordinator: Claudia Bird / claudia@cvsbeh.org.uk / 07946 231019

Designated Safeguarding Lead: Sarah Forbes / sarah@cvsbeh.org.uk / 07487 245992

Date Protection Officer: Sarah Forbes / sarah@cvsbeh.org.uk / 07487 245992

Services & Finance Officer: James Campbell / james@cvsbeh.org.uk / 0300 123 1034

Our core values - the guiding principles for all our work and volunteering





Health & Safety

Health & Safety is a major concern of CVSBEH as it not only allows us to look after the health and welfare of those working and volunteering for us but it also helps us to deliver a quality service. CVSBEH therefore expects all persons working for us, whether employees, volunteers, contractors or suppliers to give it the same importance. A safe workplace should be the aim for us all.

Therefore, CVSBEH expects, as a minimum, the following:

- To ensure that everyone gives priority to the health and safety and safeguarding of both others and ourselves.
- To assess the risks that may exist in the workplace and to stop such risks from becoming accidents. This assessment should be part of the daily routine.
- To ensure the necessary resources are available be they time, money, training or support.
- To report any accidents, safeguarding relations or suspected COVID-19 cases directly to their manager who will immediately contact the Chief Officer and Community Support Manager.

CVSBEH Protection of Children and Vulnerable Adults

CVSBEH is committed to creating and maintaining the safest possible environment for children and vulnerable adults.

CVSBEH follows the procedures established by the Hertfordshire Safeguarding Child Partnership and Hertfordshire Adult Safeguarding Board, a guide to procedure and practice for all Partners in Hertfordshire working with children, adults and their families.

<https://www.hertfordshire.gov.uk/services/Adult-social-services/Report-a-concern-about-an-adult/Hertfordshire-Safeguarding-Adults-Board/Hertfordshire-Safeguarding-Adults-Board.aspx>

If there is an immediate risk to a vulnerable adult and you are unable to reach a CVSBEH member of staff, call the Hertfordshire Safeguarding Adults Board:

Call us day or night – **0300 123 4042**.

All CVSBEH staff and volunteers have a responsibility to provide a safe environment in which children and adults can visit.

Responding to Allegations of Abuse

- It is not the responsibility of anyone working or volunteering for CVSBEH to take responsibility or to decide whether or not abuse has taken place. However, there



is a responsibility to act on any concerns through contact with the appropriate authorities.

- If you suspect that abuse may have taken place you must report concerns as soon as possible to the person directly responsible for your volunteering role, e.g., your project manager or, if this is not possible, to the Designated Safeguarding Person (DSP) **The Designated Safeguarding Lead is: Mrs Sarah Forbes 07487 245992 or 07900 533754 sarah@cvsbeh.org.uk**
- **If there is danger to life, call 999 immediately**

Lone Working

Procedures for minimising risk when working alone

- Employees and volunteers should ensure that they let someone (e.g., a colleague, relative, and friend) know their itinerary for the day including whom they are meeting, when and where.
- Employees and volunteers should familiarise themselves with the arrangements for security and personal safety at the venues where they work – particularly when working in an outreach location.
- In any room or building, employees and volunteers should be aware of the routes of exit, any door locks or codes, and methods of raising the alarm.
- Employees and volunteers should know how to contact sources of help, e.g., line managers, the police.
- Employees and volunteers should not tell members of the public that they are working alone, either by telephone, email or face-to-face.
- When working alone in the Waltham Cross office, employees should use the safety chain on the door to inhibit entry by strangers.
- Before making a home visit, employees and volunteers should consider whether this is a safe venue. They may consider accompanied home visits or relocating the visit to a public place where assistance can be obtained from other people.
- Before you make any client visits, routes must be planned in advance. In event of cold weather staff and volunteers must ensure that the correct equipment is in your vehicle.
- If you are visiting a client's home, then a doorstep check must be completed. A conversation must be held, you will need to ascertain the situation before going inside, i.e., Dogs, Drugs, Drink or Domestic Violence.
- Further guidance is available from the Suzy Lamplugh Trust – www.suzylamplugh.org



Equality & Diversity

CVSBEH does not condone or accept discrimination in any way against any person that has a Protected Characteristic. It also does not condone or accept discrimination in any way against any person that associates with someone with a Protected Characteristic.

The 9 Protected Characteristics are: gender, race or ethnicity, age, disability, sexual orientation, gender re-assignment, religion or belief, marriage or civil partnership and pregnancy & maternity. This also extends to people who may have a criminal or prison record, a history of alcohol or substance misuse, a history of illness or be marginalised/stigmatised in any manner whatsoever.

Early resolution of complaints

Our full and formal complaints procedure can be found in the Volunteer Handbook. However, we believe that resolving complaints, disagreements and potential conflicts as early as possible should always be the aim.

We encourage all volunteers to try and resolve conflict at an early stage by speaking to their project or team manager as soon as a problem arises. CVSBEH endeavours to keep up regular contact with volunteers to enable good communication and opportunities to raise concerns. We endeavour to have an environment that enables constructive feedback and open communication.

Should you be unhappy with any aspects of your volunteering role or how you have been treated, please do not hesitate to speak to the Volunteer Coordinator who will try and facilitate an adequate solution (claudia@cvsbeh.org.uk).

Alternatively contact the Deputy Chief Officer (susan@cvsbeh.org.uk).

Volunteer boundaries

These boundaries are in place to protect and safeguard our volunteers, service users and CVSBEH as an organisation. During your time as a volunteer with us, you might experience situations that you are unsure about or find difficult to manage. In this case, please check with your Project Manager or Volunteer Coordinator.

This guidance should help you to:

- Feel comfortable and well informed in your role
- Help you to manage most situations
- Recognise the limits of your volunteering role



- Make you feel confident to say “no” if you have to as you can refer to these boundaries if necessary

Whilst volunteering for CVSBEH you should never:

- Disclose any personal or sensitive information about a service user
- Borrow money from or lend money to a service user
- Buy any goods from or sell goods to a service user
- Invite service users to your home
- Enter into any kind of sexual relationship with a service user
- Abuse people physically, sexually, financially verbally or in any other way
- Accept gifts, tips or free services from service users*.
- Consume or be under the influence of alcohol or non-prescribed drugs (except common over the counter medicines in a recommended dose)
- Carry out maintenance/DIY – a volunteer cannot carry out any type of maintenance or DIY within the home of any service user unless the role specifically involves those tasks.
- Give out personal contact details (telephone/mobile numbers/email/home address/social media profiles) **unless it is essential** to do so for carrying out your role (e.g. for Car Scheme drivers to liaise with service users before a lift or to be called once a service user is ready to be collected from their appointment. If this is the case, please ensure the service user knows that all other communication must be through the Car Scheme office).

** If refusing a gift is likely to cause offence, it can be accepted if the value is less than £5.00. If this is the case, please tell your project manager as soon as possible. A record will be kept of this.*

Prearranged services - all services provided to service users have to be arranged through a member of staff of the respective project. Should additional requests be made by a service user, please refer them to the office to discuss their needs. Be aware that CVSBEH public liability insurance only covers activities that are pre-arranged and specific to your role.

Emergency services – in the case of an emergency, a volunteer is requested to stay with the service user until the emergency services arrive or a carer takes over. A volunteer may accompany the service user to the hospital if a carer is not available and the service user asks the volunteer to do so. The volunteer must ensure the Project Manager or Volunteer Coordinator is kept informed at all times.