



# **Volunteer Handbook**

for the  
**Enfield and Haringey Winter Night Shelter**

## **2020 - 2021**

[www.allpeopleallplaces.org](http://www.allpeopleallplaces.org)  
<https://www.facebook.com/APAPbreakingthecycle>

### **All People All Places**

**Rear Annex, Holy Innocents Church**

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**London N8 7EL**

**Contact: Jacek Malinowski**

**[jacek@allpeopleallplaces.org](mailto:jacek@allpeopleallplaces.org)**

**Chair: Rev. Melanie Smith**  
**Registered charity: number 1139885**

## **1. All People All Places - ETHOS**

All People All Places (“APAP” or the “Charity”) is a registered charity that provides services for people who suffer from homelessness and want to break the cycle of homelessness. We take people without recourse to public funding.

The Charity’s core aim is to provide a professional service with all year-round casework and a day Centre open during weekdays. The key component of the service is the Pathway Plan for all service users to complete with APAP staff.

### **Our Vision**

We are a registered charity that has been set up specifically to help those most vulnerable in society with a focus on people who are, or suffer from, issues of homelessness.

### **Our Mission**

We operate a client focused model centred on self-help and empowerment which underpins everything we do. We welcome all people, from all places (subject to geographical based funding) working with those who we know we can help to change their lives.

### **Our Aim**

Our aim is simple. We wish to give people who are homeless the tools and help they need to move from being on the margins of society to a valued community member.

### **Safeguarding Statement**

All People All Places believes that safeguarding is the responsibility of everyone and is committed to safeguarding and promoting the welfare of all those who are vulnerable (children, young people and vulnerable adults). We expect all our staff, volunteers and those who use the APAP or overnight respite premises to share this commitment and we value the support of those who assist the Charity to achieve this.

## **We have three simple rules to protect our vulnerable guests and volunteers:**

1. No access is given to guests at our overnight venues apart from those who are listed Charity users.
2. Volunteers must never be alone with a guest
3. Volunteers must not request personal details from guests and are prohibited from sharing any personal details with guests. All contact with guests must take place through official Charity programmes,

Volunteers must agree to these rules. Our Health and Safety policy set out in section 5 of this document together with our Safeguarding Rules forms the Safeguarding Policy.

## **2. GUIDELINES FOR VOLUNTEERS**

### **Night Concierge and Project Coordinator**

Each venue has night concierge who is APAP staff member and will be present in premises between 10 PM and 6 AM.

Our project coordinator is the first line of contact in case of emergency and he is here to ensure that there are enough volunteers for each session and they have tasks assigned for each session.

In case of any guest develops COVID-19 symptoms (a new continuous cough, a high temperature, a change or loss of smell and taste) during session immediately contact Jacek (and/or Conor) They will organise transport to the isolation room in our static shelter in Muswell Hill.

There are four shifts per night/morning with the following guideline timings:

**Afternoon Shift** 5.00pm - 7.00pm preparing venue for the guests arrival, greet them and let them sign in for washing and shower schedule

**Dinner Shift** 6.30pm - cook and deliver dinner to the venue

**Evening Shift** 7.00pm to 11pm Being present for the guests make sure that evening going smoothly

**Overnight Shift** 11pm to 6.30am. Usually 2 people who each take it in turn to stay awake for around 4 hours each during the night.

**Morning Shift** 6.30am to 8.00am to prepare breakfast, sign out the guests, tidy up the venue.

The voluntary provision of the Winter Night Shelter is to provide an evening meal, a bed and breakfast with kindness and respect within boundaries set by the Charity. Volunteers are not there to solve guests' problems and volunteers should not attempt to do so. Volunteers are encouraged to 'model' how life should and can be, provide a stress-free evening and listen to the guests. All of the APAP guests are provided with a Pathway Plan where guests set their goals and all support agencies are mapped and named.

Volunteers should refrain from attempting problem resolution or talking about personal issues with the guests. There is a risk that such interactions may cross boundaries and provide conflicting and confusing information for guests which may delay their progress and recovery.

Volunteers should avoid individual conversations with guests and we discourage lengthy conversations during the Overnight Respite Programme. Volunteers should inform their Shift Leader or Coordinator if they find themselves involved in an uncomfortable conversation with a guest. Under no circumstances should a volunteer feel obligated to do anything requested by a guest, nor should volunteers put themselves in a situation where a guest attempts to bind them to confidentiality.

### **What is required from Volunteers?**

- Time (either a single session or multiple sessions dependent on availability and rota requirements)
- Willingness to follow the Safeguarding Policy and instructions from the Coordinator
- Teamwork and respect for the Charity's principles and boundaries
- Judgement about when to call for help

### **What you must know?**

- Location of fire exits.
- Location of aid box, telephone and list of emergency numbers are.
- Know the evacuation procedures in the event of a fire
- Make sure that any areas where you do not want guests to go are secure

## **The Online Daybook**

The record of each night/morning is extremely important as it is our only source of data for guests and volunteers. In addition, it allows us to manage the services and guests more comprehensively by understanding what happens during each evening, night and morning. It should be sent to the core group at the end of each session. It means we can all be informed of the following:

- Information concerning guests e.g., arrival and departure timing, any eating/food issues, any incidents. Any other information might be more applicable privately to the charity rather than to all. If in doubt ask us
- Information by email should be purely factual and speculation should not be entered into when detailing incidents. Reporting the statements of others is permissible but it should be made clear that it is a statement and the source of the statement indicated
- The information we receive is our evidence of the service and arrangements at venues are being properly run, please ensure it is completed regularly and on time ideally the morning after guests have left before midday at the latest so the coordinator can pick up the information in good time

## **Opening Up**

- Make sure you ask guests on arrival their name (if not already known from previous visits) so that they identify themselves (rather than you give them the name on the list)
- Some people turn up on the door who are not booked in. Do not let them into your venue as you will not know their background and may be putting other guests and volunteers at risk, or that person at risk. We suggest you call Jacek or designated APAP representative who may be able to get to you quickly. You may however provide a meal in a take away container if you wish and have that facility
- Turning someone away: This is one of the hardest parts of volunteering at the venues, especially when we know that the likelihood is that the person will have to sleep on the streets when we turn them away. However, it is important that we keep to the agreed system so that everyone knows how things work and we know who the guests are
- Once things have settled down you will be keeping an eye on things but you should have plenty of opportunity to chat to guests and volunteers

## Handover

If you are working in shifts with different volunteers, make sure you talk to the person taking over about any incidents or problems.

### Volunteer Rules and Guidance

- Be reliable and arrive on time and observe boundaries and rules
- Treat guests with respect, be friendly and make guests feel welcome, but do not get over-involved
- Never be alone with a guest – everyone should be in the designated communal spaces
- **Never** exchange personal details with guests e.g., address, workplace, phone numbers, family details
- Arrangements **must not** be made to meet with guests outside the venue
  
- When speaking to guests it is best not to make promises; people can feel very let down by a promise not kept. We need to build trust in order to be effective in finding appropriate help for guests. Broken promises can undermine this work. ('I will try...' not 'I will...')
- For your own safety and respect for guests, do not wear or bring valuables onsite
- There should be a minimum of two volunteers at each venue all times
- Wear appropriate and sensible clothing
- Do not give or lend money to guests
- Do not touch guests unexpectedly and bear in mind some guests do not like being touched at all
- No alcohol is allowed on the premises for guests or volunteers
- Do not intervene physically should there be a fight (this is very rare)
- Do not give any medication to guests, not even aspirin, plasters or paracetamol, etc.

## **In case of a problem or emergency.**

The first port of call is for project coordinator (Jacek). The second one is to Conor (for overnight shift first line of contact should be APAP concierge on site)

**Illness:** If someone is ill, you should remember they are grown up responsible people who are with you for evening meal, bed and breakfast, not medical care.

- If a guest says they are ill, ask if it is an existing condition and if they have medication for it. If they do ask them to take that medication if they haven't e.g. inhaler, tablets.
- If they maintain they are very ill and are worried ask them if they have consulted a GP and /or hospital beforehand. The next step should be to consult their GP. If they say it is an emergency and they won't accept to go and see a GP the next day, call 999 for an ambulance although bear in mind that might be hours away and usually if it isn't life threatening, they usually call couple hours later to ask if there is still an emergency.
- Some guests think that by keep calling ambulances, going to hospital that will put them top of the list for a council flat! It doesn't and doesn't help their situation. It might be attention seeking. It might be they are really ill - judgement is needed
- Don't overreact is our advice remembering they are adults.  
Don't get involved personally and we do not recommend accompanying people to hospital or GP unless arranged with APAP but that must be the judgment of the project coordinator.
- Remember that all the guests are grown up and have lived their lives their own
- way and should remain responsible for themselves for what they do whilst with us.

**Behaviour** - If guest behaviour is a concern, there is the drill:

- If someone is for example caught stealing i.e., seen by a volunteer not just accused from a guest, you can ask them to leave. They have to report to APAP the next day (you would have to arrange that with us).
- If two guests argue ask them to calm down and stop (you can send them to their rooms to calm down). Explain about a harmonious environment for everyone and the next stage would be for APAP to call them in. Assess what you think is behind it e.g., not getting on, jealousy of some sort, one guest being angry/threatening to make the best judgment.

If someone is violent or threatens violence seriously (not just an empty threat in an argument) then you can ask them to leave and report to us the next day by arrangement (let us know and we will call them in).

### **Gifts**

Guests should not be encouraged to give gifts. From time to time guests may wish to give gifts to staff or volunteers e.g., a box of chocolates. Small gifts may be accepted particularly if they can be shared.

### 3. RULES FOR GUESTS

- Guests must be at least 18 years of age and have been accepted via APAP's referral process
- Arrival is from 6.00pm to 7.30pm guests should be given leeway to arrive before 8.00pm. Some may arrive later by agreement but bear in mind, people's lives are difficult enough and turning someone away because of lateness will mean they are sleeping rough
- No alcohol or controlled drugs are allowed in or around the premises. Some guests may be on prescription medication which of course is allowed
- Zero tolerance to dealing or using illegal substances. Any contravention will result in immediate eviction
- No violent, threatening, racist, sexist, homophobic or other anti-social behaviour/language is tolerated. This is another zero tolerance rule and eviction will follow
- No offensive weapons
- In accordance with the law, there is no smoking inside the building. Provision will be made outside close to the premises but this may be on the basis of periodic controlled sessions
- Sadly, we cannot accommodate pets although we can consider on a case by case basis.
- Once inside the venue, there should be no 'coming and going' from the venue, except to use designated smoking areas as instructed by Coordinator/Shift Leader. If people insist on leaving after lights out, then they must clearly be reminded that return is not possible on that night

However, if a guest is clearly stressed or struggling and wishes to step outside after lights out with a designated coordinator/shift leader/nominated responsible volunteer then this is a good idea.

#### 4. GUIDELINE TIMETABLE OF SHIFTS:

##### 5.00pm -7.00pm Greeting Shift

1. Open up.
2. Set up tables and chairs.
3. Check toilets for cleanliness. (Remove bleach and bathroom cleaners).
4. Check the security of premises regarding doors to be locked or opened,
5. **6.00pm:** Doors open guest arriving. Book guests in for the night. Note: if your venue wants to open up earlier due to inclement weather, it is up to the Coordinator/Shift.
6. **6.30pm** - evening meal should be delivered.

##### 7.00pm - 11.00 pm – Evening Shift

1. Portion the food and put a cling film on and leave it in a fridge for guests to reheat.
2. After guests finish eating wash up and tidy up after the meal.
3. Ensure that people take the shower according to the schedule, making sure every guest sanitised bathroom before and after use. There should be 30 minutes breaks between shower being used to let the bathroom ventilate.
4. Let people do their laundry according to the schedule
5. Record any incidents in a daybook for the email round to coordinator.
6. **10.30/45pm** Prepare for handover to overnight volunteers usually by 11.00pm.

### **11pm – 6.30am Night Shift**

1. Secure the building.
2. Make sure everyone is comfortable and settled in for the night.
3. **11.30pm:** Lights out and venue secured. We urge all volunteers to ensure quiet. It is perfectly fine to chat amongst yourselves but remember guests are probably exhausted and need to sleep and many may find it difficult to do so.
4. All guests should adhere to lights out and quiet.
5. There should be a volunteer awake, in case of need. All venues have night concierge who stays awake whole night and a team of 2 volunteers who stay awake for 4 hours each.
6. Record any incidents and pass to the concierge as required.

### **6.30am-8.00am Morning shift**

1. Prepare drinks such as tea and coffee and make breakfast. Breakfast might be ready and pre packed in that case hand it to the guests.
2. Wake up guests – usually from 6.30am but it is up to each venue.
3. Serve breakfast.
4. Make sure that guests made up their beds or put their bed sheets to the washing machine (depend what is scheduled on particular day).
5. Ensure guests leave premises by the time you set, usually **7.45am**.
6. Wash and tidy up after breakfast .
7. Ensure a record made of any incidents.
8. Secure the building.

Volunteers ensure the evening update is emailed to the Coordinator. There may be some confidential or personal issues that should be reported only to APAP via [jacek@allpeopleallplaces.org](mailto:jacek@allpeopleallplaces.org).

## **5. HEALTH & SAFETY STATEMENT**

Our policy is to provide and maintain, as far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work for both volunteers taking part in and guests using the Enfield and Haringey Winter Night Shelter Programme, and to provide such information, training and supervision as is needed for this purpose.

### **Objectives**

- To provide a working environment that is healthy and safe with satisfactory amenities
- To ensure that health & safety legislation, regulations and codes of practice are observed
- To provide and maintain safe premises and equipment including appropriate protective clothing
- To ensure that the use, handling, storage and transportation of food, articles and substances are safe
- To ensure that the systems of work are safe and to provide or locate appropriate training and advice for volunteers in these matters
- To promote effective communication between the venues, core group, Coordinators, volunteers and guests on safety matters in each venue
- To ensure that all volunteers and guests using the premises are safe and without risk to their health
- To review and revise this policy annually or as new legislation requires

## **COVID-19 safety guide**

### **General**

- When it is possible keep distance between people
- Always wear mask when inside the building
- Regular hand washing/sanitizing
- Sanitizing touch points (before session begins, after dinner, after lights out, before breakfast, after session is done)
- Guests cannot visit each other's bedrooms

### **Bathroom and toilet**

- There should be 30 minutes breaks between shower being used. Due to virus spread via droplets you need time to ventilate bathroom between each use.
- To minimize the risk of passing between guest Shower cabin to be sanitized by guests before and after each use.
- Sanitize toilet seats after use
- Toilets
- Each toilet has 2 rooms assigned to it.
- Guests have to use toilets assigned to their rooms.
- Guests should sanitize toilet seat after each use

### **Food and drinks**

- Guests to have their assigned cups
- Food to be portioned by volunteers and reheated individually by the guests

## **6. PROCEDURES FOR PREVENTION OF VIOLENCE**

Mostly the overnight respite venues will be calm and welcoming and thankfully there have been no violent incidents either at the day centre or overnight venues. With that in mind however, it is important to recognise that actual or potential violence may be a problem in working with people who are homeless.

The Health and Safety Statement included in this booklet acknowledges the responsibility to provide direction and support to volunteers; in addition, all volunteers have an individual responsibility never to put themselves, their colleagues, guests or members of the public at unnecessary risk. These procedures should be viewed within the context of that shared responsibility.

### **Defining violence and aggression**

Although these guidelines focus on the extreme end of violent behaviour, this does not mean to imply that only physical assault is of concern. Threats and verbal abuse, for example, are also recognised for the intimidating and undermining impact and, where appropriate, these guidelines should apply to all forms of aggressive behaviour.

### **General guidelines for managing violence and aggression**

It is natural to be frightened of violence, and this needs to be taken into account in the expectations of oneself or others with actual or potential violence or threatening behaviour. We must also remember that people of all ages and of all situations experience anger, frustration and our guests are no exception. This is not unusual but recognising the potential for violence is vital in the early stages.

In responding to violence or potential violence, one's own safety and that of colleagues and the client group must be seen as the first consideration. Guidelines can never cover every eventuality. Volunteers must also draw on their experience, skills and common sense when faced with aggressive situations.

All volunteers should co-operate in taking a consistent approach to confronting guests about unacceptable behaviour and in banning or excluding clients from the building. As far as possible, one volunteer should not be identified as the instigator of a ban – these should be presented as team decisions, and all volunteers must actively support the decision even if they have a different opinion.

## Managing a violent incident

- It is the responsibility of all volunteers to alert colleagues at the first sign of aggression and to act cooperatively to diffuse the situation
- One or two volunteers should talk to the individual(s) concerned, remaining calm, but firm, and trying to create opportunities for the guest(s) to back down without feeling humiliated. Where possible, the guest(s) should be taken aside
- Other volunteers should remain at a reasonable distance but pay attention in case the situation escalates. Volunteers who are not directly involved with the main protagonists should attempt to keep other guests calm, and prevent them from becoming involved unless they are friends who can assist positively
- In particular, one volunteer should ensure that any vulnerable people are removed from the area and if possible, potential weapons such as plates, cutlery, etc. should be removed from the area
- Space should be created to ensure that people are not crowded into a confined area. All those present should be mindful of their own and others "escape routes" should it be necessary to get out of the way fast
- One worker should be in a position to telephone for police assistance should this become necessary. It may be useful to identify in advance which volunteer on your shift would have this responsibility should a situation arise
- If an incident escalates and the guest(s) cannot be calmed, then volunteers should be prepared to vacate the area. Personal safety must be put before the protection of property. The police should be summoned immediately

## **After an incident has occurred**

If an incident does occur, it is likely to be very unsettling for everyone involved in the project whether volunteer or guest. Some things that can be done include:

- Promote first aid where necessary
- Providing reassurance and helping everyone to calm down
- Recording details of the incident as quickly as possible to APAP. If another person has witnessed the incident, get them to write down their version of events as well
- Arranging for any volunteer that has been scared or hurt to leave the shift
- Discuss the incident and try and draw out constructive lessons for avoiding a similar incident in the future
- Consider providing other guests with brief details of what happened and how it was dealt with; this is to prevent rumours and provide reassurance that incidents are dealt with effectively

Remember body language is the key to making people feel comfortable, standing above or invading personal space could be seen as a threat. Volunteers should act safely and not put themselves or other volunteers or guests in any danger. If you feel intimidated at any time during the shift, inform the coordinator immediately. Please take directions at all times from them, especially with regard to matters of personal safety.

## 7. FOOD HYGIENE & KITCHEN SAFETY – FOOD PREPARATION AND

### **REHEATING GUIDELINES**

These are general points for all volunteers to be aware of. Cooks and those storing, preparing and handling (including serving) any food should follow these guidelines or to the comprehensive Food Hygiene and Kitchen Safety guide which is available on request. A golden rule is to never leave food in the 'danger zone' i.e. between 5-60°C.

**Preparation** Food should be thoroughly cooked to a core temperature of at least 75°C and kept at that temperature for at least 2 minutes. If you are cooking a casserole the core temperature should be taken from the centre of a piece of meat.

**Cooling** Cool food rapidly before putting in the refrigerator. Food should not stand around for more than 90 minutes at which time deterioration will begin. Food can be cooled quickly by standing in cold or iced water.

**Reheating** The practice of reheating should be avoided. However, if this is unavoidable, the food should be heated until it has reached a core temperature of at least 75°C and held at that temperature for at least two minutes.

**Microwaves** If food is being cooked or heated in a microwave oven be especially careful to ensure that every part of the food is thoroughly heated. Microwaves often heat food unevenly, so you may need to stir and move the food around to ensure temperature consistency.

**Serving** Hot food must be served at a temperature of at least 63°C. (Information from *The Food Safety Handbook* by Graham Aston)

Having someone who has Level 2 Food Safety certificate is very desirable. It is a simple on line course which should not take more than a couple of hours at the very most.

## **8. DRUGS & ALCOHOL INFORMATION / PROCEDURES Use of drugs and alcohol**

- Drugs or Alcohol must not be consumed/used on the premises by any guest or volunteer
- Drinking alcohol whilst on shift is not allowed
- Volunteers should not be under the influence of alcohol or drugs when coming onto their shift
- Guests not to be admitted if inebriated or under the influence of drugs and alcohol and are behaving badly. If you suspect someone has had a drop too much alcohol but is calm and behaving well, we strongly suggest that you offer them a cup of coffee to sober up. Contact the APAP Lead if you are concerned

### **Action to be taken if policy is breached**

- If guests are found drinking on the premises/ or if they are found to be drunk having gained entry the first port of call should be to help them sober up and be calm
- If there is bad behaviour then the person could be asked to leave and this will be at the volunteers or concierge (if present) discretion. It may be more disruptive to remove the person from the premises that night depending on what kind of state they are in at that time. Remember removing someone should not be taken lightly
- If guests are found taking drugs on the premises, they will be asked to leave the scheme immediately and you have a right to ask them to leave your premises straight away and report to APAP at a time to be arranged
- Anyone found dealing drugs will be asked to leave the scheme immediately and may be reported to police
- Volunteers who suspect that someone is violating these policies must state this for the shift handover and let the concierge or APAP contact know straight away. This way volunteers on shift the following night can be aware. Volunteers should not police a venue, but should not be negligent either
- Any bans will be enforced by the Charity staff after consultation with the concierge

- We at APAP will run a three-strike warning system for minor or repeat offences. We will not pass this on to volunteers as this is private to the guest but it is imperative that volunteers let APAP know of any incidents however minor they may seem. This first warning will usually be issued by APAP staff but could be by a volunteer in liaison with us if applicable e.g. drunk on arrival, hiding to avoid leaving in the morning
- Second warning will be a meeting in the APAP offices with the appointed member of APAP staff or trustee. Guests will be issued with a written warning informing them of their second warning and why this has been issued
- The third and final strike will result in the immediate banning of guest for a period of time that will range from 1 day to a permanent ban from the overnight respite and potentially all APAP services
- In the case of a serious breach of these rules All People All Places reserves the right to impose an immediate sanction such as permanent banning from the APAP services. This will occur if there is drug use on venue or APAP premises or there is violence or threats of violence to other guests, volunteers or staff/trustees

### **Communication**

Guests will be advised of this policy on entering the APAP service and when they sign the Guest Agreement. If anyone is excluded from the service as a result of breaching the policy all Venue Coordinators should be informed.

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The rules and regulations are there for the benefit of guests and volunteers. All guests, volunteers, APAP trustees and staff must be afforded the utmost respect. All volunteers, whatever their contribution, make a huge difference to the lives of people who we aim to support.

Please note that at the point of signing up to help, volunteers MUST agree to abide by the rules, guidelines and boundaries particularly not exchanging personal details or meeting guests outside the overnight respite venue. It is vital guests are not invited to people's homes.

If you have any queries please email:

Jacek Malinowski: [jacek@allpeopleallplaces.org](mailto:jacek@allpeopleallplaces.org) Urgent Calls:

07 596 077 389 – it is better to text first.

## Volunteer Agreement

Volunteers are an important and valued part of All People All Places. We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

We, All People All Places, will do our best:

- to introduce you to how the organisation works and your role in it and to provide any training you need.
- to provide regular meetings with your supervisor so that you can tell us if you are happy with how your work is organised and get feedback from us. Your supervisor's name is **Jacek Malinowski**.
- to respect your skills, dignity and individual wishes and to do our best to meet them.
- to pay your travel and meal costs up to our current maximum\*.
- to consult with you and keep you informed of possible changes.
- to insure you against injury you suffer or cause due to negligence\*.
- to provide a safe workplace\*.
- to apply our equal opportunities policy
- to apply our complaints procedure if there is any problem

I, ..... agree to do my best:

- to work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work as expected
- to follow All People All Places' rules and procedures, including health and safety, equal opportunities and confidentiality

\*More details on these issues are provided in the volunteer handbook.

*Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.*

# PRIVACY NOTICE FOR VOLUNTEERS AND THOSE APPLYING FOR VOLUNTARY WORK

## WHAT IS THE PURPOSE OF THIS DOCUMENT?

All People All Places (APAP) (“we”, “us” or “All People All Places”) are committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you. It provides you with certain information that must be provided under the General Data Protection Regulation (GDPR). You are being sent a copy of this privacy notice because you are either a volunteer carrying out voluntary work for us or you are applying to be a volunteer. All People All Places is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice

## DATA PROTECTION PRINCIPLES

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

## The kind of information we hold about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are certain types of more sensitive personal data which require a higher level of protection, such as information about a person's health or sexual orientation. Information about criminal convictions also warrants this higher level of protection.

We will collect, store, and use the following categories of personal information about you:

Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.

Date of birth.

Gender.

Next of kin and emergency contact information.

Performance information.

Disciplinary and grievance information.

Information about your use of our information and communications systems.

Photographs.

Results of HMRC employment status check, details of your interest in and connection with the intermediary through which your services are supplied.

We may also collect, store and use the following "special categories" of more sensitive personal information:

INFORMATION ABOUT YOUR RACE OR ETHNICITY, RELIGIOUS BELIEFS, SEXUAL ORIENTATION AND POLITICAL OPINIONS.

INFORMATION ABOUT YOUR HEALTH, INCLUDING ANY MEDICAL CONDITION, HEALTH AND SICKNESS RECORDS.

INFORMATION ABOUT CRIMINAL CONVICTIONS AND OFFENCES.

## **HOW IS YOUR PERSONAL INFORMATION COLLECTED?**

WE COLLECT PERSONAL INFORMATION ABOUT VOLUNTEERS AND THOSE APPLYING FOR VOLUNTARY WORK THROUGH THE APPLICATION AND RECRUITMENT PROCESS, EITHER DIRECTLY FROM CANDIDATES OR SOMETIMES FROM AN AGENCY/VOLUNTEER PROVIDER. WE WILL ALSO COLLECT PERSONAL INFORMATION FROM YOU DURING THE PERIOD THAT YOU CARRY OUT VOLUNTARY WORK FOR US. WE MAY ALSO RETAIN PERSONAL INFORMATION REGARDING YOU WHEN YOUR PERIOD OF VOLUNTARY WORK WITH US CEASES.

## **HOW WE WILL USE INFORMATION ABOUT YOU**

We will only use your personal information we collect about you to:

- Assess your skills and suitability for voluntary work.
- Carry out background checks, where appropriate.
- Communicate with you about the volunteer recruitment process.
- Keep records related to our volunteer recruitment processes.
- Comply with legal or regulatory requirements.
- Making a decision about your appointment as a volunteer.
- Complying with our duties towards you as a volunteer (including any duty of care).
- Paying reasonable out of pocket expenses.
- Making decisions to ensure you comply with internal policies and procedures.

- Making decisions in connection with any grievance or disciplinary matter involving you.
- Making decisions to terminate any voluntary position.
- As a charity, it is in our legitimate interest to appoint you as a volunteer as it helps us to carry out our services. It is also in our legitimate interests to monitor your performance and to manage you whilst undertaking voluntary work for us.
- We may also need your personal information to perform the voluntary work contract we have entered into with you.
- We may use your personal information to comply with our legal obligations (including complying with our duty of care to you, our employees and our customers).
- In emergency situations, we may use your personal information to protect your vital interests

**If you fail to provide personal information**

IF YOU FAIL TO PROVIDE INFORMATION WHEN REQUESTED, WHICH IS NECESSARY FOR US TO CONSIDER YOUR APPLICATION FOR VOLUNTARY WORK, WE MAY NOT BE ABLE TO PROCESS YOUR APPLICATION SUCCESSFULLY. THIS MAY MEAN THAT WE ARE UNABLE TO TAKE YOUR APPLICATION FURTHER.

## HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

“Special categories” of particularly sensitive personal information require higher levels of protection. This information includes the following information: racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic/biometric data, health, sex life or sexual orientation. We will use special categories of personal information in the following ways:

We will use information about your disability status to consider whether we need to provide appropriate adjustments, either to our premises or to enable you to undertake the voluntary work we provide to you.

Detail of health to ensure we comply with our health and safety duties and duty of care towards you when carrying out voluntary work for us.

We will use information about your racial or ethnic origin, religious or philosophical beliefs, or your sex life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

Whenever we use special categories of personal information, we will do so relying on one or more of the following (in addition to our legitimate interests).

- When we have obtained your explicit consent.
- To comply with employment laws, social security laws or social protection laws.
- When you have made the information public.
- To check your working capacity to undertake voluntary work.
- When in the public interest.
- To defend or pursue legal claims.

## **SITUATIONS IN WHICH WE WILL USE YOUR SENSITIVE PERSONAL INFORMATION**

In general, we will not process particularly sensitive personal information about you unless it is necessary for performing or exercising obligations or rights in connection with volunteering. On rare occasions, there may be other reasons for processing, such as it is in the public interest to do so. The situations in which we will process your particularly sensitive personal information are listed below. We have indicated the purpose or purposes for which we are processing or will process your more sensitive personal information.

We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits including statutory maternity pay, statutory sick pay, pensions and permanent health insurance. We need to process this information to exercise rights and perform obligations in connection with your volunteering

We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

## **INFORMATION ABOUT CRIMINAL CONVICTIONS**

We may have to collect information about criminal convictions, if relevant and if legally required taking into the account the nature of the role you have applied for and the clients we provide a service to who are vulnerable and have complex and varied needs. We will ensure that we have in place appropriate safeguards when processing this type of information and will seek to do so in accordance with our data protection policy. We usually use the Disclosure and Barring Service to make checks about criminal records relevant to the work we do and as required by law. In this respect, we are required to carry out such checks in accordance with Part 1, Schedule 1 of the Rehabilitation of Offenders Act (Exceptions) Order 1.

## **INFORMATION SHARED WITH THIRD PARTIES**

We may share some of your personal information (where relevant) with other third parties such as funders or grant providers or for regulatory requirements and for DBS checking. We may also need to share your personal information to otherwise comply with the law. When we do share your personal information with a third party we ensure that they keep such information securely and confidentially and that they only use such information for the purposes for which we have sent it.

## **DATA SECURITY**

We have put in place measures to protect the security of your information. Details of these measures are available upon request. Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## **DATA RETENTION**

If we do not recruit you for voluntary work but have obtained personal information from you for the purposes of a recruitment process, we will retain your personal information for a period of 6 months after we have communicated our decision. We retain this information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way or if any voluntary work becomes available during the immediate foreseeable future. After this, unless you ask us to hold your personal data for longer, we will securely destroy your personal information in accordance with our data protection policy and any policies on retention of personal information. If we do recruit you as a volunteer, we will retain the personal information for the period of your voluntary work and afterwards for a period of seven years. The reason for this is to take into account the limitation period for the bringing of any claims against us where your personal information may be relevant to such proceedings. We may hold on to such personal information for a longer period if required by our regulators or otherwise required by law.

## **YOUR INDIVIDUAL RIGHTS**

Under certain circumstances, by law you have the right to:

Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Request the transfer of your personal information to another party. If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Services Manager.

### **No fee usually required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### **RIGHT TO WITHDRAW CONSENT**

In the limited circumstances where we have relied on your consent for the collection, processing and transfer of your personal information for a specific purpose (which will be rare), you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Conor Cregan, Services Manager. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

### **DATA PROTECTION TRUSTEE**

We have appointed a Data Protection Trustee, Sarah Hawkins, to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the Data Protection Trustee. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

### **CHANGES TO THIS PRIVACY NOTICE**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

**If you have any questions about this privacy notice, please contact the Data Protection Trustee – a member of staff will give you their details upon request.**

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