

THE PARISH OF STRATFORD-UPON-AVON

HOLY TRINITY • ALL SAINTS' LUDDINGTON • ST. HELEN'S CLIFFORD CHAMBERS



Volunteer Handbook

1st April 2023

Lives changed through God's love



This Volunteer Handbook and its appendices applies to all volunteers and explains the policies and practices of the Parish of Stratford-upon-Avon (Holy Trinity, Stratford-upon-Avon with All Saints', Luddington and St Helen's, Clifford Chambers), hereafter referred to as 'the Parish', and provides the information you will be required to understand during the course of your volunteering.

If anything is unclear, or if you have questions which are not covered in these documents, you should raise them with the Parish Operations Manager or Human Resources.

This Handbook may need to be amended from time to time to respond to the changing needs of the Parish, as well as changes in legislation.

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All volunteers are working under the authority of the Parochial Church Council of the Parish ('PCC'), which has responsibilities, both in terms of employment law and good practice. Additionally, our Christian ethos and identity requires us to ensure that we support and approach our responsibilities with a distinctive quality of care and sensitivity.

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This Volunteer Handbook was approved by the Standing Committee of the PCC on 19th April 2023, under the delegated authority approved by the PCC on 22nd November 2022.

Version History

Version	Date	Notes
0.1	18 th March 2023	Draft circulated to Standing Committee
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We hope that this Handbook helps you to understand the way in which the Parish works and your role within it. However, if any of the items should be unclear or you have any questions to raise, please do not hesitate to speak to your immediate Line Manager or with Human Resources.

Legal Information

Application

1. The purpose of this Handbook is to inform and help you. By agreeing to volunteer with us, you are agreeing to abide by the contents of the Handbook and Appendices. It is expected that you will familiarise yourself with both, during your time volunteering with us.
2. The policies and procedures set out in this Handbook apply to all volunteers unless otherwise indicated.
3. The provisions of this Handbook may be altered by the PCC as occasion requires or as legislation demands.
4. Any breach of these provisions or any misconduct not specifically mentioned herein may result in your permission to volunteer being rescinded. The rescinding of permission by the PCC does not preclude the possibility of action in Civil or Criminal Court, whether initiated by the PCC, an individual or the Civil Authorities.

Definitions

5. In this Handbook and appendices, THE PAROCHIAL CHURCH COUNCIL OF THE PARISH OF STRATFORD-UPON-AVON, a registered charity, is referred to as “the PCC”.
6. “Line Manager” – the person who has oversight responsibility for your volunteering activities, usually a member of the Clergy, Parish staff, the PCC or a Churchwarden.
7. “we”, “us” “our” – the PCC.
8. “Human Resources” – the person(s) designated by the PCC to oversee staff issues within the Parish. This also includes the Vicar unless otherwise stated.
9. “Appropriate Person” – the person(s) responsible for producing the rota to which a volunteer is working or the ‘supervisor’ of a particular volunteering shift.
10. “Staff” in this Handbook and its Appendices include all clergy, all Parish employees and volunteers and also any unpaid staff and agency staff working in the Parish.

Recruitment

11. Before permission to volunteer is given, all new applicants must undergo the Church of England Safer Recruitment process. This includes completing an application form and our obtaining two independent references.
12. Where deemed appropriate your volunteering will be subject to an enhanced check with the Disclosure and Barring Service (“DBS”). This may include a check of the Barred List. Whilst you remain a volunteer the DBS check may be repeated from time to time.

Training

13. All volunteers must complete the basic Church of England safeguarding course, either online or 'in person'. You will be advised of any other training you are required to undertake.
14. Volunteers must complete any other mandatory training before commencing their volunteering and any other training (including specific on-the-job training) within a reasonable period of time of commencement.
15. You must renew your safeguarding and any other training at prescribed intervals.
16. Failure to comply with training requirements could lead to your permission to volunteer being rescinded

Disclosure of Information

17. You shall not directly or indirectly disclose to any unauthorised person, either for your own purpose or profit, any knowledge or information relating to PCC business, or the business of any employees, volunteers, suppliers or operations without first obtaining permission in writing from your Line Manager.
18. The rules concerning disclosure of information apply both during and after your volunteering with the PCC.
19. Unauthorised access to the PCC's information, whether computerised or manual, may lead to disciplinary action. In the case of computerised information, "hacking" will be considered to be an act of gross misconduct, which could lead to prosecution.
20. At the time of ending a period of volunteering with the PCC, for whatever reason, you are required to return all products, documentation (including copies) or any other property related to the PCC and, if requested, confirm compliance of the same in writing.
21. Users are required to be familiar with the requirements of the UK GDPR and Data Protection Act 2018 and any successor thereto and to ensure that they operate in accordance with the requirements of the Act. This is covered in more detail in the Data Privacy Policy (See Volunteer Appendix V5).

Personal Property

22. There are limited car parking spaces available to clergy and employees and other approved persons. The PCC cannot guarantee the provision of free parking and the facility of free car parking spaces does not form part of any permission to volunteer.
23. The PCC does not accept any liability for the loss of, or damage to, your property brought onto the PCC's premises, whatever the cause. This includes cars parked in the PCC car park. However, investigations may be carried out on matters brought to the PCC's notice
24. Any personal tools or equipment brought onto the PCC's premises or used on the PCC's behalf, must comply with the relevant Health and Safety regulations regarding Electricity at Work - Portable Appliance Testing. Unless the Parish Operations Manager is satisfied as regards their condition, authorisation will not be given for

their use. It is the volunteer's responsibility to ensure the safe working condition of such personal items.

Personal Mail

25. You should note that any personal mail which uses the PCC address, irrespective of being designated "Strictly Private and Confidential", may be opened by the appropriate authorised representative of the PCC if it is suspected that the email/personal mail systems are being abused.

Working Practices

Volunteer Obligations

26. Whilst we accept that there is no legal obligation on volunteers to work, or arrive on time for, their scheduled shifts, we pray that all volunteers recognise that failure to fulfill the duties they have volunteered for can have an adverse impact on other people, both paid and unpaid, and the smooth running of the Parish.
27. Volunteers should inform the Appropriate Person if they unable to fulfill their duty or are likely to be late in arriving.
28. Volunteers should advise the Appropriate Person, as soon as practical, of any changes to their contact details.

Expenses

29. In certain circumstances, volunteers may claim reimbursement of official travel, subsistence or other sundry expenses actually and necessarily incurred in the course of Parish business. You must obtain permission of the Vicar, Treasurer or Parish Operations Manager before incurring such expenses.

Disclosure of Public Interest Matters (Whistleblowing)

31. We are committed to conducting the business of the Parish with honesty and integrity, and we expect all volunteers to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring or to address them when they do occur. For more information see Volunteer Appendix V1.

Health and Safety

Health and Safety Policy

32. The PCC recognises that it has a duty, under the Health and Safety at Work Act, 1974, to safeguard as far as is reasonably practicable, the health, safety and welfare of all staff and volunteers at their place of work.

33. You must comply with the PCC's Health and Safety Policy and Procedures and the Fire Safety Management Policy (See Volunteer Appendices V2 & V3). These procedures may be changed from time to time by Management or because of the requirements of Health and Safety Legislation.
34. You are reminded that you are responsible for ensuring that you act in a safe and sensible manner whilst at your place of work, looking out for your own and others health and safety. Failure to do so could lead to disciplinary action by the PCC, including possible criminal proceedings under the Health and Safety at Work Act, 1974.
35. In the case of fire, you must evacuate the building in accordance with the Fire Instructions. It is your responsibility to be aware of these instructions and where the nearest Fire Exit and Fire Appliances are located.
36. You must use and operate equipment and machinery in the appropriate manner prescribed.

Accidents at work

38. You must report any accident immediately to your Line Manager or Human Resources and have any injuries treated by a First Aider as appropriate. Each accident will be recorded.
39. First Aid Boxes and a Defibrillator are maintained and you should acquaint yourself with their locations.

Safeguarding

40. As part of the Christian Church living in the spirit of the Gospel, the PCC is committed to protect and care for everyone in the church community, but especially children and adults at risk. The Safeguarding Statement can be found on the Parish website at <https://www.stratford-upon-avon.org/safeguarding>. It includes a link to our Safeguarding Policy
41. The purpose of the Safeguarding Policy is to set out the expectations placed on those working and volunteering in the Parish and to provide information that promotes the safeguarding of all children and vulnerable adults.
42. You must familiarise yourself with the Safeguarding Policy (See Volunteer Appendix V10) and ensure that your safeguarding training is always up to date.

Smoking, Alcohol and Drugs

43. It is the policy of PCC that all our workplaces are smoke-free, and all staff have a right to work in a smoke-free environment. Smoking, including e-cigarettes, is prohibited in all enclosed and substantially enclosed premises in the workplace. This policy applies to all volunteers, employees, consultants, contractors and visitors. You should familiarise yourself with the Smoke-free Policy (See Volunteer Appendix V4).
44. The NHS offers a range of free services to help smokers give up. Visit gosmokefree.co.uk or call the NHS Smoking Helpline on 0800 169 0169 for details.

Alternatively, you can text 'give up' and your full postcode to 88088 to find your local NHS Stop Smoking Service.

45. If, without Management permission, you have brought any intoxicating liquor, non-medically prescribed illegal drugs or substances of abuse onto PCC premises you may be subject to disciplinary action, which could lead to your permission to volunteer being rescinded.
46. Intoxication, whether caused by alcohol, illegal drugs or substance abuse, during work time may also give rise to disciplinary action, which could lead to your permission to volunteer being rescinded.
47. If you are struggling with addiction please speak, in confidence, to your Line Manager or the Vicar who will be able to offer support and guidance and point you in the direction of specialist services.

Environment and Sustainability

80. The PCC recognises the theological basis of sound environmental practice. The PCC is committed to reducing its environmental impact and continually improving its environmental performance, with regular monitoring and review. We encourage volunteers, employees, suppliers and other stakeholders to do the same.

Conduct, Performance and Wellbeing

Good Conduct

84. When you undertake voluntary work on behalf of the PCC you must not say or do anything that is contrary to our principles, ethos and policies. Volunteers should not act in any way that is detrimental to the interests of the PCC, its clients, other volunteers, employees or which could be damaging to our public image. This includes conduct away from the workplace when you are representing the PCC and also at functions arranged by the PCC during out of work hours.
85. You are not allowed to take PCC equipment off the premises unless you have prior approval in writing from your Line Manager.
86. You must not operate radios or any other form of audio device without prior permission from your Line Manager. Where such permission is given, the volume controls must be kept to an acceptable level so that the noise level does not annoy or disturb others working within the vicinity.
87. The choice of clothing and personal grooming is largely a matter of individual taste. However, there are certain personal appearance factors that may affect the performance of your job. Extremes in personal appearance including manner of dress or tattoos may cause distractions. Therefore, volunteers are expected to dress in a comfortable, but neat and business-like manner, appropriate to the work they are undertaking.
88. In the unlikely eventuality that any form of 'body piercing' becomes detrimental, the PCC reserves the right for your Line Manager to request that it is removed.

Positive Working

89. The PCC is committed to creating a harmonious working environment, which is free from harassment and bullying and in which every employee is treated with respect and dignity. We are called, first and foremost, as brothers and sisters in Christ, to love one another, regardless of differences in diversity, opinion or theology.
90. The PCC is committed to ensuring that individuals do not feel apprehensive because of their religion or belief, gender, marital/civil partnership status, sexual orientation, race, age, disability (Protected Characteristics) or as a result of being subject to any inappropriate behaviour.
91. Harassment and bullying by staff (whether clergy, employees or volunteers) is unacceptable behaviour at work and will be treated as misconduct. .
92. The PCC has a zero-tolerance policy for anyone engaging in discrimination, harassment or victimisation.
93. You should familiarise yourself with the Equal Opportunity Policy and the Positive Working Environment Policy (See Volunteer Appendix V9).
94. If a volunteer has a grievance they should, in the first instance, report it to the Appropriate Person. If this is not handled to their satisfaction, they should refer it to the Vicar or Human Resources.

IT and Social Media

95. The PCC recognises the importance of IT and social media in modern life. We recognise that it would be difficult to operate effectively without the use of technology.
96. The PCC also recognises the inherent problems associated with all forms of technology and social media. Risks include (not exclusively) loss of data or systems, breaching legal data protection rules (GDPR), corruption or hacking of systems by third parties, and reputational loss due to inappropriate comments on social media.
97. It is important that you read and make yourself familiar with our IT & Social Media policies, detailed in Volunteer Appendices V5, V6, V7 & V8. Failure to follow these policies places both the PCC and you at risk from a business, legal and/or reputational perspective.

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These policies are reviewed and updated from time to time. You will be notified if there is a major change that will or might affect you.

To read any of the policies please go to [iKnow]. To ensure that you will always be referencing the current policy the policies are not included in this Handbook.

V1	Disclosure of public information
V2	Health & Safety Policy
V3	Fire Safety Policy
V4	Smokefree Policy
V5	Data Privacy Policy
V6	Data Privacy Notice
V7	IT Policy
V8	Social Media Policy
V9	Equal Opportunity Policy and Positive Working Environment Policy
V10	Safeguarding Policy
V11	Disciplinary Policy