

Education Futures Trust

Volunteers

Handbook



Welcome to our

Volunteering Handbook

Thank you for becoming a volunteer at The Education Futures Trust. The Trust fully appreciates and believes in its volunteers. We believe in supporting each of our volunteers individually and providing training that enables you to gain experience and grow. We aim to ensure that your support helps the Trust achieve its objectives as well as being enjoyable for you.

We value our volunteers as a great way of involving more people in the work we do. As volunteers you bring us new skills and ideas, with different experiences and fresh eyes.

The purpose of our handbook is to set some practical guidelines for successful volunteering with EFT. This is to enable both volunteers and staff to be sure that all the hard work and effort is helping to achieve the aims of helping our beneficiaries. We welcome all volunteers who are helping us deliver our objectives.

We provide support and guidance through one-to-one sessions and through training, knowledge, skill acquisition and making new contacts. We also organise volunteer events to say thank you for all your hard work and allow you to meet other volunteers from the Trust's different areas.

Our Volunteer Coordinator is a resource to aid our communication with you, so please do keep in touch. They can help you to access training and the support that you may need in your volunteering with us or to help.

By donating your skills and time you can help the Trust to help, more children and adults in need. Your donation of time and skills, whether you are assisting in the woods at Forest Schools or helping with grounds maintenance, in our café, in our wellbeing work, or in our office, it is really appreciated.

This may be just the start of your involvement with the Trust or you may have known us for some time. Either way we hope you will enjoy your volunteering with us.

2. Contact Details

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Contents:

1. Welcome	Page 3
2. Contact Details	Page 4
3. Message from our C.E.O	Page 6
4. Guide to Volunteering	Page 7
5. About The Education Futures Trust	Page 8
6. Volunteering Pathway	Page 9
7. Induction	Page 11
8. Training	Page 12
9. Support and supervision	Page 12
10.Role descriptions	Page 13
11.Person specification	Page 16
12.Volunteer Driver safety	Page 18
13.Equipment and Clothing	Page 20
14.Extreme Weather	Page 20
15.Expenses	Page 20
16.Volunteering Policy	Page 21
17.Leaving the Trust	Page 23
18.Safeguarding	Page 23
19.Child Protection	Page 24
20.Equal Opportunities	Page 26
21.Complaints Procedure	Page 26
22.Conflict of Interests	Page 27
23.Risk Assessments	Page 29
24.Data protection and Confidentiality	Page 29
25.Code of Conduct	Page 30
26.Professional Boundaries	Page 31
27.Confidentiality Statement	Page 32
28.E-Safety	Page 33
29.Training and Development Policy	Page 34
30.EFT Values	Page 38
31.Health and Safety	Page 39
32.Data Protection Policy	Page 41
33.On-line Training	Page 44

3. Message from our CEO

Welcome to the EFT family!

I wanted to take a moment to express our deepest gratitude for your incredible dedication and support as a volunteer. We are thrilled to have you on board as a new volunteer, and we can't wait to embark on this exciting journey together.



Your decision to dedicate your time and skills to our cause is truly commendable, and we are grateful to have someone as passionate and committed as you join our team. As a volunteer, you play a vital role in making a positive impact on our community and your contributions will help us achieve our mission.

Here are a few things to get you started:

- **Induction** - you'll receive an induction session to provide you with an overview of our charity, its values, and the projects we are currently working on. This will also be a great opportunity for you to meet fellow volunteers and ask any questions you may have.
- **Communication channels** - stay tuned for information on our communication channels. We use email and social media for regular updates, announcements, and team discussions. Make sure you're connected so you can stay informed about upcoming events and opportunities.
- **Your role** - you will be able to contribute to a range of our projects, and your unique skills and perspectives will be a valuable addition to our team. We encourage you to bring your ideas, creativity, and enthusiasm to the table.
- **Feedback and collaboration** - We believe in open communication and collaboration. Your feedback is important to us, so please feel free to share your thoughts, suggestions, or concerns. We are here to support each other and work as a cohesive team.

Once again, welcome to EFT. We are confident that your dedication will make a significant difference, and we look forward to achieving great things together.

If you have any immediate questions or need further information, don't hesitate to reach out to Rae, our Volunteer & Health Coordinator.

Thank you for choosing to be part of our mission!

Zoe Jackson
Chief Executive
Education Futures Trust.

4. Guide to Volunteering

What you can expect from the Trust

- The opportunity to work with professional staff
- Equality of opportunity and diversity
- A period of induction
- A link person to provide necessary support
- Travel expenses from home to venue where volunteering takes place, if required (Please see expenses section)
- Whenever possible, hours tailored to meet personal circumstances
- Basic training
- No expectation to attend team or staff meetings

What the Trust expects from you

- That you will embrace the ethos of the Education Futures Trust.
- Have professional conduct:
 - Treating colleagues and beneficiaries with respect and confidentiality
 - When visiting the premises of clients and other agencies, we would expect that, through positive behaviour and appropriate language, you reflect the high standards expected of Trust staff and volunteers.
- Attendance at mandatory training, e.g. Safeguarding, First Aid, etc.
- Completion of an enhanced DBS check as required by the Trust.
- That you inform the trust office if you are unable to work on a scheduled day. Please contact the staff member you usually work with, our Volunteer Coordinator or the office, numbers for this in the front of this handbook.



5. About The Education Futures Trust

Background

Education Futures Trust was established in January 2012 after local school heads and governors chose to create an independent organisation to:

- sustain partnership working,
- deliver services identified as essential to families,
- draw down additional funding to benefit schools and families,
- provide additional commissioned services for schools,
- develop new services,

Our Vision Statement

The Education Futures Trust seeks to transform opportunities for students and families in the Trust; to ensure that they enjoy the best possible outcomes to enhance their life chances. As a result of this vision for the future:

- we are passionately committed to enabling and enthusing young people to be the best that they can be,
- we believe that we have a collective responsibility for all the students and families in the Trust,
- we believe that we are stronger together and can achieve more through partnership to maximise opportunities for students and families,
- we have a duty to strive to continually raise standards of achievement for students, families and the community,
- we will aim to encourage collaboration and creativity to enable wider regeneration in the area,
- we pledge to work with our schools, students, parents, staff, governors and partners to achieve outstanding outcomes for all,
- we will review and evaluate what we do, learn and grow from our experience and share the results of our work with others,

Purpose

The aim of Education Futures Trust is to improve the life-chances of children, families and those living in Hastings, St Leonards, Rye and the surrounding area, particularly through education by:

- building resilience

- enhancing mental well-being
- raising aspirations
- providing support
- encouraging sustainable change
- providing, or accessing, high quality innovative learning
- developing a voice for children and vulnerable families
- finding creative solutions

In particular, EFT supports vulnerable children, families and adults by removing barriers, providing intensive 1-1 support and developing their resilience.

6. Volunteer Pathway

This is the pathway you can expect from us as a volunteer in the trust.:

- 1. New Volunteers are identified** – through courses or applications
- 2. Application form completed** – you will need to complete a form; our Volunteer Coordinator can help if needed. You will need 2 references; these should be work, if possible, if not personal will be accepted. Your referees cannot be related to you or live at your address, and only one may be from EFT.
- 3. Interview** – you will be invited to attend an informal interview at the main office with a member of the Trust's management team. This is to find out a bit more about you and what role would be most suitable for you with your skills, interests, and time available.
- 4. Confirmation** - a letter or email will be sent to you after your chat confirming the volunteering post you will be undertaking.
- 5. DBS check** – if required, you will need to fill out an application form and provide requested identification. This will usually be your passport and driving license if you have these and they are still valid. You will also need proof of your address with a bank statement or utility bill dated within the last 3 months, this however cannot be a mobile phone bill.
- 6. Volunteer Induction** – this will involve a meeting with our Volunteer Coordinator, to cover an introduction to volunteering within the Trust and our policies and procedures. Our Volunteer Coordinator will cover an introduction to safeguarding, risk assessments, child protection, our office, and the staff at EFT. We will ensure all your paperwork is in place

and you are happy and feeling confident and go over any support you may need in your role.

- 7. Line manager identified** – you should be allocated a line manager; this will usually be the member of staff you will be working with. You should receive their work telephone number and email so that you can contact them.
- 8. Commence Volunteer post** – Our Volunteer Coordinator can support you in this if required.
- 9. Regular check-ins** – you should be offered meetings with our Volunteer Coordinator, but this can sometimes be done by telephone if preferred. This to check that you are enjoying your role, complete your volunteer pathway plan and discuss any training you may want or need.
- 10. Volunteer Events** – you will be invited to our twice-yearly volunteer social events, organised by our Volunteer Coordinator. One is usually in the summer and one at Christmas.
- 11. Volunteer texts & Newsletter** – Our Volunteer Coordinator will regularly text or email you with news, communications from the office and offers of free training available locally for volunteers.



7. Induction

Volunteer induction training is incredibly important and allows you to learn about the way our organisation works, our ethos and vital safeguarding policies to keep both you, as a volunteer, and the people we work with, safe.

Our induction training should be tailored to your individual volunteering role but will include a number of areas.

- Safeguarding
- Child protection
- Risk Assessments
- Childcare disqualifications
- Health Checks
- Volunteer Agreement
- Professional Boundaries
- Confidentiality
- Individual Volunteer Pathway



8. Training

Your volunteer training after induction will be role specific and individually tailored to you. You will not be asked to attend anything you are not comfortable with unless it is a legal requirement for the role or an EFT policy requirement.

You will meet with the Trust's Volunteer Coordinator at a check-in meeting and during this meeting we will be able to plan your training needs together. Our Coordinator can let you know training that is available through EFT or other local providers and can help to look for anything that has not already been found.

When possible, offer certificated Emergency First Aid at Work and Food Safety Level 2 courses that are the current legal workplace requirements. Other free courses are often available; these could be around Brief Interventions, Working with Young People, Data Protection, Emotional Resilience, Professional Boundaries and many more. We endeavour to offer relevant and up to date courses to all volunteers and work with each volunteer to find out individual training needs.

The Trust is also able to offer free on-line training to its volunteers, details of this can be found at the back of this handbook.

9. Support and Supervision

When you commence your volunteering with the Education Futures Trust you will be allocated a line manager, this will generally be someone who is a manager in the same area as you, e.g. outdoor learning.

You will also have regular contact and check-in meetings with our Volunteer Coordinator who can help you to organise any training needs or any other issues you have. They will be able to help with any point of volunteering or issue that may arise from your application form onwards. Our Volunteer Coordinator will be aiming to meet with you at a place that is convenient to you.

If you have any needs at all please do talk to us, we endeavour to treat every volunteer individually and help where possible to ensure you're able to continue in the volunteering path you have chosen.

10. Role Descriptions

All Volunteers

Working for the Education Futures Trust, in schools, on site and partner organisations, volunteers will aid EFT staff in removing barriers for beneficiaries, the people who use our services. Within a very flexible role, they can offer services, advice, support and understanding to children, young people, and adults, where appropriate, that they may deal with.

Key aims:

1. To provide a high-quality service to beneficiaries
2. To improve the experience and learning of beneficiaries
3. To listen to and support beneficiaries
4. To assist in the running of services in order to advance learning in the Trust, as well as supporting staff when required
5. To assist in developing an effective and well-regarded service

Main areas of Responsibility

- Assist with retention of beneficiaries, by providing welcoming and friendly atmosphere.
- Feedback any concerns about or from beneficiaries.
- To undertake other duties which may be identified as necessary.
- To carry out the above duties in accordance with the equal opportunities policy at the Education Futures Trust.
- There will be elements in the role that will follow a routine, but a large percentage of the work will vary according to the needs of the beneficiaries.
- Provide an “extra pair of hands” for various tasks, to ensure the smooth running of activities.

Outdoor Learning & Wellbeing Volunteers

- Supporting the service leads, by providing assistance with equipment
- Assist in organisation and transportation of materials needed for the courses
- Provide an “extra pair of hands” for various tasks, to ensure the smooth running of courses
- Providing regular feedback on the effectiveness of the service as requested
- Listen to others and provide empathetic responses

Food Hamper Project Volunteers

Working for the Trust in our food hamper project, volunteers will assist in the sorting, packing a delivery of food to those struggling with food poverty.

Packing assistants: main areas of responsibility

- Assist in day to day running of the project at the Firs sorting and packing deliveries and donations ready for storing or delivery.
- Assist in correct packing of hampers ensuring necessary safety and legal notices are enclosed such as allergy information.
- Ensure hampers are packed to given guidelines provided by the trust.
- Ensure confidentiality is maintained at all times
- To undertake other duties which may be identified as necessary.

Delivery drivers: main areas of responsibility

- To deliver hampers safely to given addresses
- Ensure confidentiality is maintained at all times
- To abide by the Trusts given safety guidelines
- Feedback any concerns about or from hamper recipients.

Often drivers may be the only people recipients see week to week. Please discuss any concerns with our Food Project Lead, our Volunteer Coordinator or ask to speak to a member of our Safeguarding Team.

Café Volunteers

Working for the Education Futures Trust in our Coffee Pod at the Firs, volunteers will aid EFT staff in the general running of the Pod. Within a very flexible role, they can also offer services, support and understanding to children, young people and adults, where appropriate, that they may deal with.

Main areas of responsibility

1. Assist in the day to day running of the café and be part of the café team, providing a high-quality service within the café adhering to health and safety standards.
2. Serving customers, cooking food, and cleaning the café keeping it to a good hygienic standard.
3. Undertaking and adhering to relevant and required training; such as Food safety.
4. Assist with retention of customers, by providing a welcoming and friendly atmosphere.
5. Provide an “extra pair of hands” for various tasks, to ensure the smooth running of courses at EFT.
6. Feedback any concerns to Line Manager.
7. To undertake other duties which may be identified as necessary.
8. To improve the experience and learning of beneficiaries where appropriate and asked to do so.

Grounds Maintenance Volunteers

- Help to provide safe, welcoming, and friendly environment by assisting with:
 - Clearing and sweeping of paths
 - Ground clearance
 - Litter picking
 - Cutting and strimming of grass
 - Trimming hedges, shrubs and trees
 - Weeding
 - Reporting of damage or vandalism

- Supporting the service leads, by providing assistance with equipment and preparation of work areas
- Assist in organisation and transportation of materials needed for the role
- Providing regular feedback on the effectiveness of the service as requested
- Listen to others and provide empathetic responses
- Feedback any concerns about beneficiaries or colleagues
- To undertake other duties which may be identified as necessary

These role descriptions set out the duties of the role at the time they were drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. Not all duties will apply to every volunteer as the roles will vary from person to person.

There are no set hours for any volunteer position, although it is likely that the role may become regular if the volunteer so chooses. There is no remuneration for work carried out by volunteers, but expenses incurred during the course of volunteering can be claimed back, if the expense was necessary, agreed beforehand and provided with a valid receipt.

11. Person Specifications

Successful volunteers will:

- be friendly, welcoming people with a positive outlook
- have a desire to help others
- have the attitude and ability to engage with beneficiaries or customers
- be able to enthuse and motivate beneficiaries
- have integrity and understand the need for confidentiality
- respect the ethos of the Trust
- be well-motivated and flexible
- be committed to equality of opportunity
- respect other beneficiaries and listen to their opinions

Skills

They will be able to:

- treat users with respect and care

- understand the needs of others and act accordingly
- have the ability to work on own initiative and as part of a team
- have good communication skills
- have receptiveness to guidance and support and act upon this advice
- have the ability to work with a wide variety of people, from different backgrounds

Knowledge and Experience

Whilst no specific knowledge or experience is required, any experience in dealing with young people or vulnerable adults may be advantageous for roles in wellbeing or alternative provision of education. Support, guidance and training will be provided throughout the volunteer role, as well as an induction upon commencement of the volunteer role.

Education and Qualifications

No specific education or qualifications are required. We will help you to gain qualifications where possible.



12. Volunteer Driver Safety

Driver safety is important to Education Futures Trust. We do not wish for Volunteers to put themselves into a situation which is unsafe, or in which they feel unsafe.

We have therefore put together the following advice to help keep you safe whilst delivering to vulnerable households.

Please do call the office if you ever feel you are at risk. If you can give any further information such as where you are, or your last/next delivery, please do add as much detail as to where you are, or what is happening, as possible.

If you do not have a phone to take on your round, please inform the office when collecting food hampers and we will try to provide you with one for your deliveries to help keep you safe. This can then be returned to the office after your deliveries.

Delivering hampers safely:

When delivering food parcels, we ask that volunteers do not enter residents' properties, or blocks of flats, however we understand that sometimes this can be difficult. Please ring doorbells and if answered on their intercom please say that you have their food hamper for them to come down to collect. If they do not come down, please ring the intercom again and repeat you have their food hamper for them to come down and collect.

If they are particularly elderly or otherwise unable to come, please only take up to their door if you feel safe to do so. If you do not feel safe, you may ring the office and ask for support from a staff member, who may be able to stay on the phone whilst you deliver, come to the property to deliver with you, or deliver the hamper at a later time.

Please never put yourself in a situation where you do not feel safe.

Volunteers are not permitted to take another adult or child on the deliveries, unless this has been previously arranged with the EFT Management team. If another adult would like to accompany you, or you feel you would like another adult present this can be arranged by their own application to volunteer for EFT. As we are delivering to vulnerable households, we need to ensure we uphold the Trusts reputation by completing necessary checks.

Phone calls:

We would prefer volunteers not to use their personal mobile phones to call hamper recipients, however we understand that once you have driven to a property once, you would like to deliver the food hamper there and then or be given a safe space to leave it. Please do ring the office and ask us to call the hamper recipient

Although, we do not wish any volunteers to call on their personal phones, we do understand this has been happening, we would like to share how to do this safely.

Please find the following instructions to turn off your caller ID on Samsung's and iPhone. If you would like instructions for any other phones, then please do ask. Remember once you have done this, you will need to turn this setting back afterwards, so people know who is ringing when you want them too, such as your friends and family.

Samsung: How to turn on or hide your caller ID

1. Open the Phone app.
2. Tap the More options icon (three vertical dots)
3. Tap Settings.
4. Tap Supplementary services.
5. Tap Show your caller ID.
6. Choose 'Never'

To turn this setting back, following instructions 1-5 and then for step 6 choose 'always' or 'network settings'

iPhone: How to turn on or hide your caller ID

1. Open Settings.
2. Click on Phone.
3. Go to Show My Caller ID and click on it.
4. Turn it off.

To turn this setting back, following instructions 1-3 and then for step 4 turn it on.

If you would like to discuss anything regarding your safety whilst delivering for EFT, please do get in touch with Rae 07961674045 or the office and speak to the Manager on Duty 01424 72241.

13. Clothing & Equipment

For all our roles we can provide you with an EFT hoodie and/or T-shirt. After a DBS check, you will be provided with this and a volunteer lanyard, so that you can be identified as a Trust Volunteer. You will not be expected to provide equipment for your role as this should all be provided for you by the trust.

Outdoor Roles

For all outdoor roles you will need to wear weather appropriate clothing and sturdy footwear, either walking boots or wellies with a good grip sole would be ideal. Please see the Volunteer Coordinator if providing clothing or footwear is an issue. You are expected to wear a top at all times when representing the Trust.

Food based Roles

In food-based roles you will need to wear enclosed shoes for safety and hygiene and hair shoulder length or longer should be tied up and a hairnet should be worn in the kitchen. We advise wearing trousers and full length sleeves to protect against burns. Perfume, nail varnish and false nails should not be worn to avoid contamination in the food. Similarly, cuts should be covered with blue plasters or a sufficient brightly coloured dressing. You will be provided with a t-shirt or hoody and an apron to wear whilst working. These should be taken home and washed between shifts.

14. Extreme Weather Conditions

The rain does not stop play at EFT, please wear suitable clothing and footwear for wind or rain. Should the weather reach extreme conditions we may be able to move the session inside. Please contact the office, or staff member you are working with, if you are unable to make it in for your agreed volunteering. We will make every effort to contact you should any sessions be cancelled. Please do not put yourself at risk trying to get here if it is unsafe to do so. Contact details for staff are at the front of this handbook.

15. Expenses

Expenses incurred through your volunteering role, such as travel, or petrol for delivery and collection, may be claimed back through the office. You will need to complete an expenses form for this and provide receipts or tickets to cover spend, please contact the Volunteer Coordinator to obtain this.

Any costs you wish to claim back should be agreed by management through the Volunteer Coordinator, or appointed staff member before you pay out any money.

16. Volunteering Policy

Introduction

The Education Futures Trust recognises the value that volunteers bring to the organisation and to the community.

Volunteers will be treated equally and will not be discriminated against directly or indirectly for any reason, including disadvantage. The Education Futures Trust is committed to developing initiatives aimed at enabling the active participation of all groups and individuals.

Statement of Intent

The Education Futures Trust's volunteering policy is based on providing opportunities that benefit the community, the organisation and the individual.

The volunteering agreement does not constitute a contract of employment.

The Education Futures Trust's policy will be reviewed regularly.

Volunteering at the Education Futures Trust

At the Trust volunteers can expect the opportunity to volunteer supported by professional staff.

Volunteers will be expected to undertake a recruitment process, which will involve:

- completing an EFT application form, including a personal statement, outlining any experience or qualifications they bring to the EFT, availability and interests (support to complete the paperwork will be provided if needed);
- 2 references;
- an informal interview or trial if more appropriate.

For those who are successful, EFT will provide

- a full induction;
- clarity around expectations and commitment;
- a link person to provide necessary contact and support;

- access to an enhanced Disclosure & Barring Service check where work involves contact with children and/or vulnerable adults; basic training, including safeguarding;
- access to the relevant policies;
- travel expenses, if needed and agreed in advance, from home to venue where volunteering takes place;
- hours tailored to meet personal circumstances, whenever possible;

What the Trust expects from its volunteers

- That you will embrace the ethos of the Education Futures Trust.
- Professional conduct including
 - treating colleagues (volunteers and staff) and supported caseload with respect and confidentiality;
 - reflecting the high standards expected by the Trust through positive behaviour and appropriate language.
- Attendance at essential training, e.g. Safeguarding. First Aid, Food Safety.
- Completion of an enhanced DBS check.
- Compliance with Trust policies.
- Commitment to the agreed schedule of activities and that you inform the trust office if you are unable to work on a scheduled day.
- Confidentiality and data protection as described in the relevant policies.



17. Leaving the Trust

The Trust's commitment to an effective and well-managed volunteering policy extends to the end of a volunteer's time with us also. We would, as far as possible, wish any volunteer who ceases to volunteer for us, leave with the feeling that they have added some good to the Trust and achieved something worthwhile personally.

Your commitment as a volunteer can be halted, without prejudice, by either yourself or the Trust at any time during your time with us. We ask that either party give as much notice as is reasonably possible in the circumstances, especially where a course has not been completed. In all situations volunteers will be requested to return any equipment and clothing issued to them.

Exit at the volunteer's request

If you wish to cease your voluntary commitment with the Trust, please notify either your line Manager, our Volunteer Coordinator or the office as soon as possible. If you would like to give us feedback so we can improve how we support volunteers please also contact any of the above that you feel comfortable talking to.

Exit at the request of the Trust

We reserve the right to halt a volunteer's commitment, as a last resort, if we feel that the task or their performance is not benefiting the Trust, it's beneficiaries, or there has been an irresolvable problem. This will normally only happen when the complaints procedures detailed in this handbook has been applied. We will inform the volunteer personally and in confidence.

18. Safeguarding

The Education Futures Trust will not tolerate any form of discrimination (see Equality and Diversity Statement) and has a duty of care for adults at risk, or those with disabilities.

The Education Futures Trust takes seriously its responsibility to make sure that its staff and providers are fit to work with adults at risk. In particular the trust will ensure that:

- Safeguarding Adults is taken into account in appropriate recruitment strategies, systems, policies and procedures
- National safe recruitment and employment practices are adhered to
- Staff and volunteers in contact with adults at risk have regular supervision and support to help them identify and respond to possible abuse and neglect.

Volunteers working with adults at risk have a duty to report suspected, alleged or confirmed incidents of abuse to our Safeguarding Lead. In a situation where a volunteer has concerns, they should report this immediately to the Named Person or to a senior manager if consultation with the Named Person would involve undue delay.

The named persons and contact details, for any safeguarding issues at EFT are listed in the front of this handbook.

On receiving an alert of an allegation or suspicion of abuse, the Named Person will check that the vulnerable adult is in no immediate danger. An adult protection incidence will be reported to the appropriate Adult Social Care team or the police and include the following details:

- When the incident happened
- Where the incident happened
- Who was involved (names and relationships)
- Whether there is an immediate or future risk

If the vulnerable adult is in immediate danger, or in need of urgent medical attention, action must be taken to ensure their immediate safety and well-being. This may include contacting the appropriate Emergency Duty Service who will take steps to ensure the safety of the vulnerable adult and pass on information to the appropriate team.

19. Child Protection

As a volunteer, your role may involve working with children and young people under 18 years of age, their safety and welfare is paramount to the Trust. When required volunteers will undergo child protection awareness training, as soon as practically possible after taking up post, or before if possible. Clear guidance will be given on action to be taken by all staff regarding concerns, suspected abuse or clear disclosure, including allegations against staff or other volunteers.

All staff members and Volunteers working for the Education Futures Trust have an important child protection role in respect of recognition and referral of cases of suspected, or actual child abuse. This might involve physical, sexual or emotional abuse, or cases of persistent neglect.

If a child or young person asks to share information about an abusive incident, it is important that the child feels supported and is reassured that they have done the right thing. The Education Futures Trust staff member or volunteer involved will ensure that, in child protection issues, they do not promise confidentiality. They will also do their best, however, to ensure that they do not lose the confidence of the child.

The following guidelines will be followed:

- Listen to the child: do not directly question him/her
- Do not stop a child who is freely recalling significant events
- Respond in a way that is not judgemental
- Do not express strong feelings
- Make a note of the discussion, verbatim where possible, taking care to record the timing, setting and people present, as well as what was said. This should be done immediately, in draft if necessary, in order to retain as much accurate information as possible. Notes must be dated and signed.
- Record all subsequent events up to the time of any assessment interview carried out by Children's Services
- If a child asks to show a bruise or an injury, another adult should be asked to be present

It is important that all volunteers are aware of the procedure for reporting child protection concerns to the designated Child Protection Named Person in the front of this handbook. If you are unsure who this is please contact your line manager, the office manager or our Volunteer Coordinator. When seeking advice, any person against whom an allegation is made should not be approached.

In all cases, the welfare of the child is of the utmost importance. Please do not try to cope with anything that you have not been trained to handle. Please contact a staff member as soon as possible should you feel that a situation may escalate.

20. Equal Opportunities

The Education Futures Trust celebrates and values diversity and believes in the equal treatment of all. No child or adult should be treated more or less favourably on the grounds of race, colour, disability, ethnic origin, gender identity, religion, sexual orientation, age, marital status or personal circumstances.

Equality will be promoted at all levels and discriminatory behaviour by staff, learners or visitors will not be tolerated, nor will incidents of bullying and harassment.

Failure to adhere to both this policy and the Code of Practice will be considered as a serious breach of conduct and will be dealt with accordingly under Education Futures Trust's relevant policies and procedures.

If you believe there has been a breach, please speak to a member of the management team or the Volunteer Coordinator.

21. Complaints Procedure

At the Education Futures Trust, we like to be told about how we are doing, whether this is us doing well or not. If you have a concern or complaint, we will aim to deal with it properly. If we need to, we try to put things right as soon as possible. If you have a concern or complaint about the Education Futures Trust, you need to take it up with us.

This complaints procedure is for general complaints. Staff disciplinary action, child protection issues or criminal investigations will be handled differently. We shall tell you which the right process is when you discuss your concern with us.

If you have a concern about the Trust, contact the Volunteer Coordinator or the office, who will direct you to the appropriate person. The complaint will be logged and, once it has been received in writing, it will be investigated. Your concern can usually be settled quickly and without fuss by contacting the right person in the Trust.

If your concern cannot be sorted out in this way or you are not happy with the way it has been dealt with you should complain to the Chief Executive, who will investigate your complaint. You would normally do this in writing. If your complaint is about the Chief Executive, you can complain directly to the Chair of the Trust.

22. Conflict of Interest

What is a conflict of interest?

A conflict of interest arises when a person's private or personal interests are substantial enough to be able to influence or potentially influence a person's official responsibilities. Please see the Conflict of Interest Policy for more information.

What should I do if I think there is a potential conflict of interest?

Inform the Volunteer Coordinator or your manager of the potential conflict. If the conflict concerns relationships between members of staff or volunteers, **all** parties must complete the declaration form.

What action should my manager take?

Your manager should ensure that:

- You do not directly supervise or that you are not directly supervised by anyone where there may be a potential conflict of interest
- Any claim forms you may submit e.g. travel, additional hours etc. are not authorised by anyone where there may be a potential conflict of interest.
- Any specific one-off requests are agreed by a neutral party

What if someone I know applies for a job?

- Ensure you are not involved in any part of the selection process. This includes short listing, interview process, reference requests and decisions to appoint
- If the person is successful, you must declare the conflict and ensure any necessary measures are put in place, ideally prior to their commencing employment or volunteering.

What should I do if I'm not sure whether there's a conflict of interest?

If you have any doubts as to whether a potential conflict of interest exists always inform the Volunteer Coordinator, the Office Manager, or your line

manager. Our policy applies to the Board of trustees and all staff, be they executive or non-executive, paid or unpaid, professional or volunteers.

The Board of Trustees have a legal obligation to act in the best interests of the Education Futures Trust and in accordance with its governing documents, and to avoid situations where there may be a potential conflict of interest. Staff and volunteers have similar obligations. They should not act to gain financial or other material benefit for themselves, their family, their friends, their business connections, or the organisation they come from or represent. They should not place themselves under any financial or other obligation to external individuals or organisations which might seek to influence them in the performance of their role.

The aim of this policy is to protect both the organisation and the individuals involved from any appearance of impropriety.

Definitions

A conflict of interest exists where a trustee/staff member of the Education Futures Trust has a financial interest in or stands to gain or lose financially from any contract, transaction or other agreement entered into by the organisation.

The terms “financial interest” and “gain” apply to anything with a monetary value. A potential gain may arise directly (e.g. goods/services purchased from the trustee) or indirectly (e.g. if purchased from a partnership or company in which the trustee/staff member has shares).

A conflict of interest also exists if someone connected with a trustee/staff/volunteer member (spouse, child or stepchild under 18, business partner or business partner of spouse/child) stands to gain.

Declaration of Interests

Trustees/staff/volunteers of the Education Futures Trust have a duty to declare any interests relating to their role and to take steps to resolve any conflicts which may arise. Where private interests of a trustee, staff member or volunteer conflict with their duties, they must resolve the conflict in favour of the trustee/staff role.

On seeking to become a trustee, and on being elected, trustees must make relevant declarations of interest in the different circumstances and roles they play both within and outside the organisation.



23. Risk Assessments

Where appropriate to role, volunteers should receive a basic introduction to risk assessments training within their induction. All activities organised by the Trust are risk assessed and analysed to ensure safety of staff, volunteers and participants. As a volunteer you will not be expected to lead on risk assessments, although useful contributions can be helpful.

If you have any medical health issues which could cause a risk, you should inform lead staff and/or the office so that this can be added to the risk assessment for any sessions you are participating in.

24. Data Protection and Confidentiality

All information within the Trust shall remain confidential and shall only be used for the purposes which have been agreed.

Any information which is given to a member of staff which leads them to suspect that a child, young person or vulnerable adult is at risk physical, emotional, or sexual abuse or neglect will be passed to the relevant authority.

All clients of the Education Futures Trust have an opportunity to seek any information that is kept about them. Please ask clients to contact the office should they wish to see this information.

25. Code of Conduct

All Volunteers and staff are expected to give the highest possible standard of service to members of the public, observing the standards of conduct which the law and the Trust expects.

In performing your duties, you must act with integrity, honesty, without bias, and objectively. You are expected, through agreed procedures and without fear of recrimination, to bring to the attention of your immediate supervisor any misconduct or breach of procedure. You should remain politically neutral at all times and must not allow your own personal or political opinions to interfere with your work.

You must ensure that you use the Trust's resources and funds in a responsible and lawful manner.

Facilities that are provided by the Trust and used by employees as part of their normal duties must not be used by employees for their own private benefits or gain.

Your off-duty hours are your own. However, you must not put yourself in a position where your job and personal interests' conflict. You are required to disclose any personal interest that may conflict with the Trust's interests.

You must declare in writing any membership of secret societies. No confidential information, politically or commercially sensitive information, or personal information protected by the Data Protection Act should be released to anyone, without authorisation from your line manager. If you are in any doubt about disclosing information, then you are expected to seek guidance from your manager.

All Volunteers and staff must inform their manager if they are arrested/convicted/cautioned of a crime and if arrested, must notify the manager of the development and outcome of the case as soon as it happens.

Disclosing all convictions does not necessarily mean disciplinary action will be taken against you.

You must not, either directly or indirectly, accept any gift, reward or benefit from any member of the public or any organisation with whom you are brought into contact through your duties, other than small gifts of a modest value or of a promotional or advertising nature, e.g. calendars, diaries, mugs, pens or other similar items; offered during official authorised hospitality, e.g. gifts on the conclusion of any courtesy visit of a type normally given by that organisation; of less than £10 in value by service users or clients. Where appropriate, such gifts should be shared between teams.

26. Professional Boundaries

It is important when volunteering for the Trust that professional boundaries remain in place. The following activities may constitute a violation of boundaries

- **Beginning a Social/Personal Relationship with a Current Client**

Staff or volunteers should not enter into a social or personal relationship with a current client. This includes all forms of social networking with the exception of text message communication that has been agreed and specified in the job description.

- **Beginning a Social/Personal Relationship with a Former Client**

If entering into a relationship with a former client, it needs to be clear that some aspects of the professional/client relationship must remain such as confidentiality about information the staff member would have received during the professional/client relationship.

- **Abuse** this includes any form of abuse, including, but not limited to physical, emotional, verbal, financial, sexual.

- **Neglect** This could be noticing someone needs help but ignoring it or noticing signs of abuse but choosing not to pass this information on to the correct staff member.

- **Self-Disclosure**

Self-disclosure can be useful when carried out with the intention and purpose of building rapport and showing empathy. However, it should only be done with the purpose of moving a client forward and supporting the client's need. Disclosure of personal information that is intimate or irrelevant is unacceptable and would be a violation of boundaries.

- **Abuse of Information**

Using information obtained through the professional/client relationship outside of the professional role.

- **Accepting Gifts from Clients**

Volunteers should decline accepting gifts from clients.

In cases where a client wishes to give a gift to acknowledge the quality of care and support, they have received from the EFT, they should be directed towards the information on making a charitable donation.

CONFIDENTIALITY POLICY

All information within the Trust shall remain confidential and shall only be used for the purposes which have been agreed.

Any information which is given to a member of staff which leads them to suspect that a child, young person or vulnerable adult is at risk physical, emotional, or sexual abuse or neglect will be passed to the relevant authority.

All clients of the Education Futures Trust have an opportunity to seek any information that is kept about them.

28. E-Safety

Phones

We understand that you would like to keep your personal phone on you during your volunteering time, but we ask that you only use it in appropriate breaks or in an emergency. For your own protection from allegations, it is good practise for all volunteers to have their personal mobile phones switched off when working directly with children. We do not allow personal mobile phones to be out when on school premises.

It is your responsibility to keep your device safe and the trust cannot be held responsible for any loss or damage.

Photos

For the protection of all participants, especially children, no photos should be taken with your personal equipment, such as phone or camera. This must only be taken on the trusts equipment and used with written permission. Written permission must be gained from parents or guardians for images of children.

Photos maybe be taken of staff and other volunteers with given consent.

Social Media

Staff and Volunteers should not cross professional boundaries in their use of social media.

There should not be contact with service users through personal accounts. Where there are original personal relationships prior to involvement in EFT activities, then a conflict of interest form must be completed and a discussion with a manager should identify appropriate steps to retain the integrity of the service and the organisation.

Volunteers should declare any links to other service users at the start of a volunteering period and be advised on how to maintain the integrity of their role and the organisation.



29. Training and Development of Staff and Volunteers Policy

Introduction

The Education Futures Trust recognises the importance of training in staff and volunteer development when striving for excellence in the delivery of services to all users. A quality workforce enhances the reputation of the Trust, and reflects the underpinning belief that our users are entitled to receive the highest quality service.

Key points

- The Trust is committed to the development of all staff and volunteers to support organisational excellence and the on-going improvement of service delivery.
- The level and quality of the provision of training and development is a reflection of the value placed on staff and volunteers.
- All staff and volunteers will receive appropriate, high quality training and development to assist them in achieving their full potential within available financial resources, and in line with the aims of the Trust.
- All staff and volunteers will receive a minimum level of training and personal development. Training and staff and volunteer development will be subject to the Trust's equality policy.

Aims of the Policy

- To achieve a strategic, systematic, and consistent approach to training staff and volunteer development across the Trust.
- To develop expertise and harness the full potential of all staff and volunteers by promoting appropriate interventions that support performance improvement and effective organisational change.
- To ensure investment in training of staff and volunteer development is maximised and contributes directly to the delivery of services.
- To motivate staff and volunteers by providing a range of opportunities that will maximise potential.
- To provide a high-quality service for beneficiaries.
- To ensure that the charity meets its legal requirements.

Our commitment to Training and Staff/Volunteer Development

The Trust is committed to the training and development of its staff and volunteers to support the delivery of its aims.

All staff will participate in the Performance Management process which provides a framework for identifying training and development needs through discussion and agreement with a line manager.

All new staff and volunteers will receive appropriate and effective induction to their role and the Trust.

All staff and volunteers will be encouraged to maintain a record of their personal development.

Throughout this period, staff will have access to a 'buddy' colleague, as well as enhanced support from their line manager. During the first year of employment staff will be offered any relevant training or development that is necessary to enable them to successfully undertake the requirements of the role.

The Trust aims to ensure access and opportunity to training and development for all staff and volunteers, including staff on fixed term contracts of employment.

Staff and volunteers with disabilities will be invited to identify particular requirements they may have to enable them to participate fully in training and development events.

Examples of training and development for which some funding and support may be made available:

- safeguarding training;
- first aid;
- food safety;
- coaching and mentoring;
- ICT up skilling;
- professional updating (CPD) external/internal courses.

Not all learning needs require formal qualification and can be met internally by:

- mentoring;
- professional dialogue sessions;
- work based projects;
- job shadowing;
- sharing good practice.

Identification of Training and Staff and Volunteer Development Needs

Training and staff and volunteer development needs are identified at three levels:

- whole organisation
- team
- individual.

Whole organisation needs are identified through:

- the charity's articles of association;
- service priorities and plans;
- the Business Plan;
- needs of customers
- successful funding applications.

Team needs are identified by:

business plans;

- key performance Indicators;
- performance management records;
- best value reports;
- external evaluation;
- customer feedback.

Individual training needs are identified by reference to:

- performance management;
- career development;
- changes in role requirements;
- feedback from others.

In case of disagreement between the member of staff or volunteer and the line manager, a formal appeal should be made to the Chief Executive. In the event of the Chief Executive being the line manager, the appeal should be made to the trustee nominated to hear such appeals. Appeal decisions are final.

Responsibility for Training and Staff Development

To support the Trust in delivering a quality service and improving performance, clear roles and responsibilities are allocated to ensure effective planning and delivery of training and staff and volunteer development.

Staff and Volunteers will:

- be proactive in ensuring identified training and development needs are met;
- take part in and review their agreed training and development activity;
- maintain their own records of training and development.
- cascade learning from training when requested.

Managers will:

- provide support for staff/volunteers to use and practice new skills in the workplace;
- evaluate the benefits that investment in training and development has achieved;
- contribute to the development of training plans;
- demonstrate their personal commitment to training and staff/volunteer development through their own continuous learning.

The Chief Executive will:

- analyse the training and development needs for the Trust;
- design and develop or commission training;
- provide advice and guidance about training and development for line managers, staff and volunteers where appropriate;
- ensure all training and development activity conforms to the Trust's Diversity and Equality Policy;
- review and evaluate the impact of training and staff/evaluate development;
- manage the training budget;
- review the training and development of staff/volunteer training policy in line with the timescales laid out in the policy.

Trustees will:

- review the training and development of staff/volunteer training policy in line with the timescales laid out in the policy;
- identify a trustee to hear any appeal

30. EFT Values

At EFT we have instilled a set of Trust values for use in all our courses, these especially help children to know and understand our ethos and boundaries. Our values are:

We will

Be safe

by listening carefully and following instructions.

Be respectful

by listening, taking turns in speaking, sharing, giving each other space and looking after our environment.

Be determined

by having a go and trying our best.

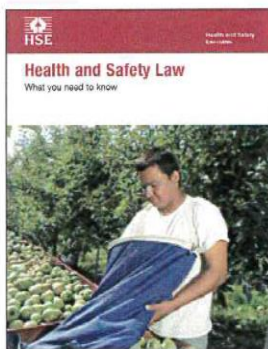
Be kind

by using kind words and actions with everyone.



Health and Safety Law

What you need to know



This is a web-friendly version of the *Health and Safety Law* leaflet published 04/09

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

What employers must do for you

- 1 Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
- 2 In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
- 3 Consult and work with you and your health and safety representatives in protecting everyone from harm in the workplace.
- 4 Free of charge, give you the health and safety training you need to do your job.
- 5 Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.
- 6 Provide toilets, washing facilities and drinking water.
- 7 Provide adequate first-aid facilities.
- 8 Report major injuries and fatalities at work to our Incident Contact Centre on **0345 300 9923**. Report other injuries, diseases and dangerous incidents online at **www.hse.gov.uk**.
- 9 Have insurance that covers you in case you get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
- 10 Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

What you must do

- 1 Follow the training you have received when using any work items your employer has given you.
- 2 Take reasonable care of your own and other people's health and safety.
- 3 Co-operate with your employer on health and safety.
- 4 Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.

If there's a problem

- 1 If you are worried about health and safety in your workplace, talk to your employer, supervisor, or health and safety representative.
- 2 You can also look at our website for general information about health and safety at work.
- 3 If, after talking with your employer, you are still worried, you can find the address of your local enforcing authority for health and safety and the Employment Medical Advisory Service via HSE's website: **www.hse.gov.uk**.

Fire safety

You can get advice on fire safety from the Fire and Rescue Services or your workplace fire officer.

Employment rights

Find out more about your employment rights at **www.gov.uk**.

Further information

This leaflet is available at www.hse.gov.uk/pubns/books/lawleaflet.htm.
The information in this leaflet is available in a number of formats.

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32. Data Protection

Aims of this Policy

The Education Futures Trust needs to keep information on its employees, volunteers, service users and Trustees to carry out its day to day operations, to meet its objectives and to comply with legal obligations.

The organization is committed to ensuring any personal data will be dealt with in line with the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act 2018 (DPA 2018). To comply with the law, personal information will be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

The aim of this policy is to ensure that everyone handling personal data is fully aware of the requirements and acts in accordance with data protection procedures. This document also highlights key data protection procedures within the organization.

Consent

In line with the General Data Protection Regulation principles, the Education Futures Trust will ensure that personal and sensitive data will:

- be obtained fairly and lawfully and shall not be processed unless certain conditions are met
- be obtained for a specific and lawful purpose
- be adequate, relevant but not excessive
- be accurate and kept up to date
- not to be held longer than necessary
- be processed in accordance with the rights of data subjects
- be subject to appropriate security measures
- not to be transferred outside the European Economic Area (EEA).
- personal data as well as that kept on computer.

Volunteer information which can be stored is contact details, as well as references and application details and emergency medical information. For details regarding the Information Commissioner, contact the helpline on: Telephone: 0303 123 1113
e-mail: casework@ico.org.uk
Website: <https://ico.org.uk/global/contactus/helpline/>

Policy Implementation

To meet our responsibilities, staff, trustees and volunteers will:

- ensure any personal data is collected in a fair and lawful way
- explain why it is needed at the start
- ensure that only the minimum amount of information needed is collected and used
- ensure the information used is up-to-date and accurate
- review the length of time information is held
- ensure it is kept safely
- ensure the right people have in relation to their personal data can be exercised.

We will ensure that:

- everyone managing and handling personal information is trained to do so
- anyone wanting to make enquiries about handling personal information, whether a member of staff, volunteer or service user, knows what to do
- any disclosure of personal data will be in line with our procedures
- queries about handling personal information will be dealt with swiftly and politely.

Gathering and checking information

Before information is collected, we will consider what details are actually required for the organisation's purposes and how long we are likely to require it for.

We will inform the people whose information is gathered about the following:

- why the information is being gathered
- what the information will be used for
- who will have access to the information (including any third parties).

In most instances, the above will be stated on the information gathering form itself.

We will take the following measures to ensure that information kept is accurate and up to date:

- regular reminders sent out asking people to check their details (i.e. bank account details, contact numbers, address, in case of emergency contact name and number etc.)

Personal sensitive information will not be used apart from the exact purpose for which permission was given.

If the information is required for another purpose, other than that originally stated when permission was first received, but even if the matter is related, consent will be required again in order to use the information

Data Security

The organisation will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure. The following measures will be taken:

- lockable cabinets and cupboards, with restricted access to keys
- password protection on personal and sensitive information
- computers set to restrict access to certain, sensitive areas
- where possible, personal data (paper hard copy, laptop) to be kept on site – in appropriate, secure storage when not in use
- when personal data does need to be taken off site (whether paper hard copy or laptop) it must be kept safe and secure, preferably with the member of staff at all times. It must NOT be left in cars or anywhere that could be reasonably seen to be unsafe or unsecure
- laptops and memory sticks must be password protected and encrypted
- data from computers is backed up weekly.

Any unauthorised disclosure of personal data to a third party by an employee may result in disciplinary proceedings, and could lead to dismissal. The Board and trustees are accountable for compliance of this policy. Any unauthorised disclosure of personal data to a third party by a trustee may result in the trustee being personally liable for any penalty arising from the breach that they have made.

Any unauthorised disclosure made by a volunteer may result in the termination of the volunteering agreement.

33. Online Training

Safeguarding Children, Safeguarding Adults and Prevent Online

This training is free to all EFT staff and volunteers

If you do NOT have a log in for the East Sussex Learning Portal, then you will need to set one up as below:

Go to : <https://eastsussexlearning.org.uk/>

Click '**eLearning**'

Click '**Visit the learning pool**'

Click '**Create new account**'

Enter your details (email, telephone no. etc.)

For '**organisation**' please select '**external – Charities**'

You will then be sent an email to the address you supplied to confirm your email address.

After this you can log in to the service.

In the course search box, type in '**Safeguarding**' or '**Prevent**' depending which training you need to complete

Scroll down and you will see either '**Safeguarding Adults**' and '**Safeguarding Children**' or '**Prevent**'

Click '**Take this course**' to start the training.

You will need headphones/speakers to complete the training. Please make sure you complete the training thoroughly, clicking every arrow and drop down box, as it won't let you finish otherwise!

To get your certificate: once you have completed the training, go back and '**Evaluate the course**'. Once you have done this, it will give you the certificate. **Please print this out and pass it to the Volunteer Coordinator or the office.** If you are not able to print, please email a copy to the Volunteer Coordinator on raee@educationfuturestrust.org

There are many free online trainings available on the portal, so if there is something else you are interested in then please do talk to the Volunteer Coordinator.

If you have any problems, please speak to the Volunteer Coordinator, or the Office Manager.