

# 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 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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### 3. Message from our CEO

As the CEO of The Education Futures Trust, I feel hugely privileged to be leading a dedicated team of staff and volunteers who use their experience and knowledge to improve the life chances of those living in Hastings and the local area.

Volunteers bring to the charity a wealth of local knowledge and often understand the challenges faced by our participants. With your help we are able to deliver programmes to high standards. We believe that it is important that both our staff and volunteers maintain and improve their knowledge through quality training and regular review. We will listen to your feedback and



change accordingly. Underneath this lies an ability to respond to need; changing programmes and evaluating impact to inform future support. As part of our Health & Wellbeing Hub we have been able to enlist a Volunteer Coordinator, who will be your main point of contact within the EFT. They will not replace a line manager but will be additional point of contact to help and support you through all stages of your volunteering.

Our core principle is the belief that education can change futures. We work in partnership with our schools and other organisations, listening and supporting where we can. Learning takes many forms, and underpins all that we strive to achieve. Remaining the same will not bring about change, and we challenge attitudes in order to bring about transformation.

The mental health of children and adults is paramount to building strong communities, which will in turn lead to sustainable change. Our role is to assess this need and with your help, identify the level of input required and work to make a difference to individuals, families, groups and to our community.

As schools, our children, our families and our communities face ever-changing challenges; our services remain proactive and responsive. None of this would be possible without the great impact our volunteers make and I thank you for all your hard work now and in the future.

A handwritten signature in black ink that reads "Carole Dixon". The signature is written in a cursive style with a long horizontal flourish at the end.

Carole Dixon  
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 (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 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 CEO or Volunteer Coordinator, to cover an introduction to volunteering within the Trust and our policies and procedures. If required you will also meet with our office manager to find out about our office and the staff at EFT. If required, you will also meet with our Safeguarding Lead for an introduction to safeguarding, risk assessments and child protection. You

will also meet with our Volunteer Coordinator to 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-in meetings** – you should be offered a meeting with our Volunteer Coordinator 4 times per year 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 bi-annual volunteer social events organised by our Volunteer Coordinator. One is usually in the summer and one at Christmas.
- 11. Volunteer texts** – Our volunteer coordinator will regularly text or email you with 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
- Meetings with our CEO, our Office Manager, Volunteer Coordinator, Safeguarding Lead, Café Manager, as required for role.



## 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 4 times a year at a time and 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, cafe 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

## **Café Volunteers**

Working for the Education Futures Trust in our Drift café within Hastings Contemporary, volunteers will aid EFT staff in the general running of the cafe. 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.
2. Serving customers, cooking food, clearing tables 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 in the café.
6. Providing regular feedback on the effectiveness of the service as requested and attending team meetings where possible to ensure effective communication.
7. Listen to others and provide empathetic responses.
8. Feedback any concerns to Line Manager.
9. To undertake other duties which may be identified as necessary.

10.To provide a high-quality service within the café adhering to health and safety standards.

11.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. Clothing & Equipment

For all our roles we can provide you with an EFT hoodie and/or T-shirt to save your own clothes from being damaged. After a DBS check, you will be provided with a volunteer lanyard, with your picture and DBS check number, so that you can be identified as a Trust Volunteer. You will not be expected to provide any 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.

### **Café**

In Our café 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.

## 13. 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 please contact the office, or staff member you are working with, if you are unable to make it in to your agreed shift. 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.

## 14. Expenses

Expenses incurred through your volunteering role, such as travel may be claimed back through the office. You will need to complete an expenses form for this, please contact the volunteer coordinator to obtain this.

Any costs you wish to claim back should be agreed by management before you pay out any money.

## 15. 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, explaining what they can bring to the EFT, availability and interests (support to complete the paperwork will be provided if needed);
- 2 references;
- an informal interview;

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, 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.



## 16. 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.

## 17. 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.

## **18. 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 been trained to handle. Please contact a staff member as soon as possible should you feel that a situation may escalate.

## 19. 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.

## 20. 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.

## 21. 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.



## 22. 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.

## 23. 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.

## 24. Code of Conduct

You 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 impropriety or breach of procedure. You must remain politically neutral 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 personal concern. 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.

Employees or volunteers 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.

## 25. 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.

**Our children. Our families. Our community.**  
Registered Charity Number: 1146171      Company Number: 7852922  
Patron: Baroness Stedman Scott OBE

## 27. 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.

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.



## 28. 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.
- Training and development must be considered when setting the priorities for the year for each staff member.
- 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 will:**

- participate constructively in their performance management meetings;
- use supervision sessions to monitor progress towards performance management;
- agree annual performance with their manager.

### **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:**

- agree annually with staff their objectives;
- provide timely and constructive feedback on performance and the impact of any training and development activity;
- 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;
- include training on each supervision agenda;
- 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.

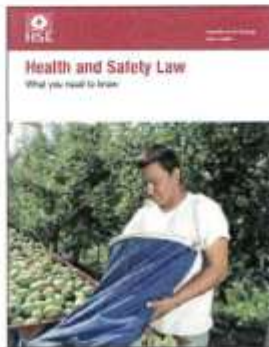
**Trustees will:**

- 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.



# 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](http://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](http://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](http://www.gov.uk)**.

### Further information

This leaflet is available at [www.hse.gov.uk/pubns/books/lawleaflet.htm](http://www.hse.gov.uk/pubns/books/lawleaflet.htm). The information in this leaflet is available in a number of formats.

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## 30. 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](mailto: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.



## 31. 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 '**New user registration**'

Click '**Children's Workforce**'

Click '**New User Registration**'

Click '**Register a new account**'

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

Where it says 'Are you registering as' please select

**'an External organisation employee'**

For 'Which area of the Workforce do you work in' please put

**'Children's Services'**

For 'Establishment Type' please put

**'Charity'**

For 'Establishment' please put

**'Education Futures Trust'** – if it comes up with options, please select the one that does not say DORMANT

For 'Name of line manager' please put

**Jon Green** (regardless of who your actual line manager/contact person is)

Then '**Submit**'

You should receive an email in the next 5 working days, to say your account has been set up although it normally only takes a few hours. Once you have received this, you should then be able to access the training.

To log in and complete your training, please follow the step by step below:

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

Click '**Children's Workforce**'

Click '**Login Here**'

**Log in with your details**

Click '**Children's Workforce**'

Click '**Training & Development**'

Click '**eLearning**'

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](mailto: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.

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