

Education Futures Trust Volunteers Handbook



Our children. Our families. Our community.

Registered Charity Number: 1146171

Company Number: 7852922

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Welcome

Thank you for becoming a volunteer at Education Futures Trust (EFT). Here at EFT we fully appreciate and invest in our volunteers. We believe in supporting each of our volunteers individually and providing training that enables you to gain experience and grow. Our aim is to ensure that your time with us not only helps EFT achieve its objectives but is also enjoyable and rewarding for you.

We value our volunteers and recognise that you each bring your own skills, ideas, experiences and fresh eyes to everything we do. Volunteering is a great way of involving more people in the work we undertake within our communities.

The purpose of our handbook is to outline some practical guidelines for successful volunteering with EFT. This will enable both volunteers and staff to ensure that all their hard work and effort is helping to achieve the aims and objectives of our charity whilst working within the values we aspire to.

We provide support and guidance through one-to-one sessions and training. In addition, we will share our knowledge and skills with you and organise volunteer events to say thank you for all your hard work and allow you to meet other volunteers from across the charity.

Our Deputy CEO will be your main point of contact and they will share regular updates about the charity, training and opportunities available, as well as our quarterly volunteer newsletter.

By donating your skills and time you are helping the charity to support more local children and adults within our community.

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

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.”

Zoe Jackson, CEO

Meet the Team

Senior Management Team



Zoe Jackson, CEO and Strategic Designated Safeguarding Lead
01424 722241 or Zoe@educationfuturetrust.org



Jodie Cornford, Deputy CEO and Deputy Designated Safeguarding Lead
07375884045 or JodieC@educationfuturetrust.org



Jen Umpleby, Family & Early Years Manager and Operational Designated Safeguarding Lead
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Office & Site Team



Martina Colleton, Admin & Finance Officer
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Isaac Santer, Site & Buildings Maintenance Officer
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Service Delivery Team



Crystal Greenfield, Senior Outdoor Learning Facilitator
07375884037 or CrystalG@educationfuturetrust.org



Shar Brown, Senior Learning Coach & Mentor
07375884038 or SharB@educationfuturetrust.org



Charlotte Kim, Literacy Learning Lead
07375884046 or Literacy@educationfuturetrust.org



Abi Watson, Learning Coach & Mentor

07375884047 or AWatson@educationfuturestrust.org



Gareth James, Outdoor Learning Facilitator

07375884034 or GarethJ@educationfuturestrust.org



Paula Bames, Outdoor Learning Coach & Facilitator

07375884035 or PaulaB@educationfuturestrust.org



Rae Edwards, Learning Coach & Mentor

07375884043 or RaeE@educationfuturestrust.org

Sessional Team



Zach Clarke, Site & Buildings Maintenance Assistant

ZachC@educationfuturestrust.org

EFT Premises

Main Office

Education Futures Trust
The Firs
Elphinstone Rd
Hastings
TN34 2AX

The CLC

EFT Learning Centre
464 Bexhill Road
St Leonards on Sea
TN38 8AU

01424 722241 or office@educationfuturestrust.org

About Education Futures Trust

Background

Education Futures Trust was established in January 2012 after local school Heads and Governors came together to create an independent organisation that would:

- 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 charitable status was achieved on 1st March 2012, enabling EFT to move forward to meet its obligations, particularly around fundraising. The additional revenue raised through funding bids and fundraising activities helped to provide free services for member schools and local families. The charity benefits from the expertise of senior leaders from our local community, businesses, education settings and councils who form our Board of Trustees.

Over the years the scope and need for the charity have changed alongside local and national government strategies and funding available.

Current Focus

EFT aims to improve the life chances of children, families and vulnerable adults in Hastings and the surrounding area by helping them realise their potential and overcome the social, emotional and educational barriers to achievement.

Focusing on the needs of the most disadvantaged and excluded residents we build resilience to enable sustainable change. We work holistically, providing learning through Forest School, conservation work, Shore Academy, sport and catering experiences, whilst offering projects that include:

- Coaches who provide support for children and adults with multiple issues
- A parenting practitioner who builds positive child-parent relationships
- Alternative Provision for children struggling in mainstream education
- An NHS Sussex funded Health and Wellbeing Hub, which involves co-ordinating systems and services in North-East Hastings.

Our Mission

To enhance opportunities, goals and aspirations in our community.

Our Vision

To support the community to achieve their full potential.

Our Values

To be safe, respectful, determined and kind.

EFT Values

Be Safe

Being aware of risks and taking responsibility for our own actions, whilst keeping ourselves and others safe from harm.

Be Respectful

Showing consideration to others when communicating and striving to understand and embrace our differences.

Be Determined

Giving ourselves time to try new things and overcoming obstacles, whilst not giving up at the first sign of adversity.

Be Kind

Being caring and compassionate by being kind to self, others and the environment, whilst respecting all creatures and their habitats.

EFT Values (for our young people)

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.



Volunteering Expectations

What to expect from EFT

- The opportunity to work within a professional team
- A variety of volunteering opportunities
- A period of induction
- Our Deputy CEO has oversight of volunteering at EFT. They will be your main point of contact to discuss any concerns, issues or ideas
- An EFT colleague who will be your point of contact for your specific area of volunteering. They will be there to liaise and offer support
- Travel expenses from home to venue where volunteering takes place, if required
- Whenever possible, hours tailored to meet personal circumstances
- Training to support you within your role
- No expectation to attend team or staff meetings.

What EFT expects from you

- That you will embrace the ethos and values of the charity
- Work with high standards of professional conduct, through the use of positive behaviour and appropriate language
- Treat colleagues and beneficiaries with respect and confidentiality
- Attendance at mandatory training, e.g. Safeguarding, Health & Safety, etc.
- Completion of an enhanced DBS check as required by the charity
- Adhere to Safer Recruitment processes and guidelines
- That you inform the team if you are unable to work on a scheduled day, either via the main office or by contacting the staff member you usually work with. All contact details are on pages 4 and 5 of this handbook.



Safer Recruitment

Safer Recruitment is a set of practices to help make sure our staff and volunteers are suitable to work with children and young people. It's a vital part of creating a safe and positive environment and making a commitment to keep children safe from harm. Safer Recruitment is a continuing process of improvement for every school, club, business or organisation whose work or services involve contact with children.

Due to the nature of the work we undertake with young people in our community, we have to adhere to Safer Recruitment policies and processes. The two most important and relevant things are:

DBS Checks

We require all our volunteers to have a current and valid DBS and for them to ensure they have their certificate with them at all times when they are volunteering, whether that takes place here at The Firs, or at any external site, such as the CLC, Shornden Meadow or any local school. This is the same requirement for our staff team.

We renew all our staff and volunteer DBS certificates every 3 years, or if it has been misplaced. Volunteer DBS checks are free; however, we do have to pay a processing fee for each one. To help reduce this fee, we encourage all our volunteers to sign up to the Update Service which is free. We will tell you more about this when we process your DBS.

References

In addition to the DBS checks we must receive at least two references for every volunteer prior to their commencement. Again, this is the same requirement for our staff team.

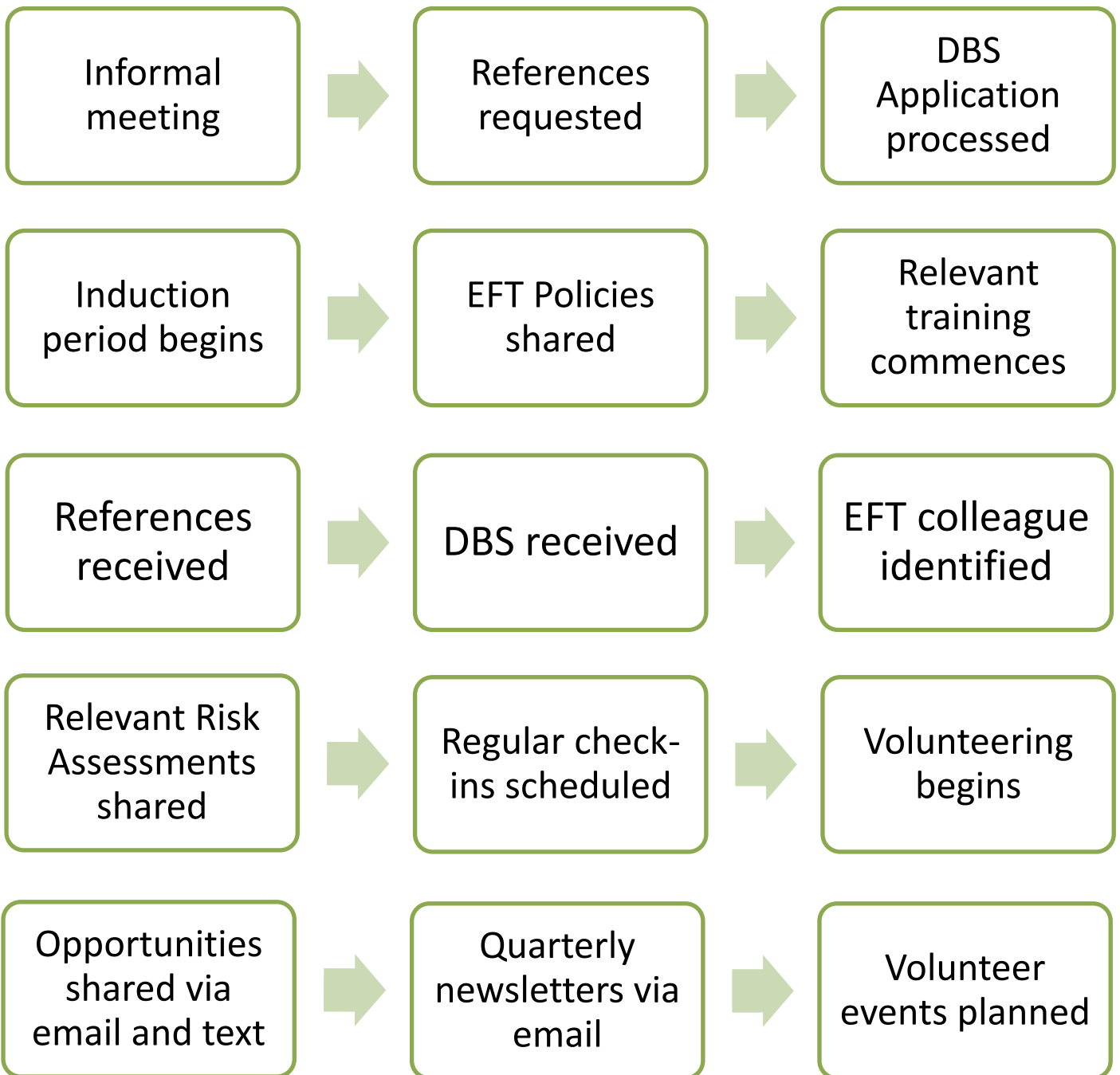
You can find out more about the Safer Recruitment Framework via the Government website or by clicking [here](#).

We recognise that these practices may seem over the top, especially if your volunteering does not involve working with young people. However, these are practices that our charity as a whole must follow, and should OFSTED inspect us, which is likely, they need to be confident that we are adhering to the Safer Recruitment Framework. Failure to do so could have big implications on our charity and our ability to continue the vital work we do.



Volunteer Pathway

This sets out what you can expect once you complete your volunteer application.



Induction

Volunteer induction is incredibly important in preparing you for your volunteer role here at EFT. Here is what you can expect it to cover:

1. Individual volunteer pathway
2. Access to the buildings and site
3. Dress code
4. Absence
5. Expenses and how to claim them
6. Health and Safety
7. EFT Policies
8. Training (mandatory & optional)
9. IT & social media
10. Documentation
11. GDPR & confidentiality
12. Professional conduct
13. Meetings
14. Ongoing support.

Individual Volunteer Pathway

This will be specific to you individually and your volunteering, to ensure that you are comfortable and happy whilst at EFT. We will discuss and agree on things such as tasks, availability, preferred method of communication, training relevant to your role and any support that you may require.



Ongoing Support

Our Deputy CEO will be your main point of contact and they will share regular updates about the charity, training and opportunities available, as well as our quarterly volunteer newsletter. In addition, they will agree regular catch-up meetings with you and we ask for at least one face-to-face catch up per year.

Our Admin & Finance Officer will process your DBS and ensure that your personal and emergency contact details are up to date annually. They may also share relevant information with you in the absence of the Deputy CEO.

An EFT colleague from our delivery team will be your point of contact for your specific area of volunteering. They plan and deliver the sessions we run, so will be able to liaise with you to schedule your volunteering and offer on-going support in relation to your specific role.

Please note that whilst we have designated particular colleagues to support you here at EFT, you can speak to any team member, if you wish.

EFT Policies

Policies are crucial for any organisation as they provide a framework for operations, ensure compliance, and promote a fair and efficient workplace. They help align the staff and volunteers with the charity's goals and values, ultimately contributing to its success.

Policies outline the charity's expected behaviours and procedures. They help eliminate misunderstandings by clearly defining job responsibilities and establishing boundaries.

Policies ensure that all employees and volunteers are treated equally and fairly, reducing the risk of favouritism or discrimination.

As a charity we must adhere to various laws and regulations. Having well-defined policies helps us to ensure compliance with these legal requirements, protecting the charity from potential legal issues and liabilities.

By standardising procedures, policies streamline our operations and improve efficiency.

Policies help us to manage risks by setting clear guidelines for decision-making and actions. This reduces the likelihood of errors and enhances overall stability.

Health & Safety

The Health and Safety at Work Act 1974 is a fundamental piece of legislation in the UK that sets out the duties of employers to protect the health, safety and welfare of their employees and others affected by their operations. Key requirements under The Health and Safety at Work Act 1974 include:

- Risk Assessment: Employers must identify and assess risks to health and safety in the workplace and take steps to mitigate them
- Safe working environment: Ensuring that the workplace is safe and free from health hazards.
- Training and supervision: providing relevant information, instruction and supervision to employees and volunteers to ensure they are aware of potential hazards and know how to work safely.

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. We are responsible for health and safety at EFT, but all staff and volunteers must help.

What we 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 our health and safety representative to protect 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 the HSE Incident Contact Centre: 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
10. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it
11. Work with any other employers, volunteers 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 we have given you
2. Take reasonable care of your own and other people's health and safety
3. Co-operate with us on health and safety

4. Tell someone (Deputy CEO, allocated EFT team member, or our 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 our workplace, please talk to the Deputy CEO, allocated EFT team member, or our health and safety representative
2. You can also look at HSE's website for general information about health and safety at work
3. If, after talking with the EFT team member, 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.

Safeguarding

Safeguarding is the practice of ensuring that vulnerable people have their health, well-being and rights protected in society. This means ensuring that they don't suffer from things like neglect or abuse, and in the case of children, can grow up in an environment that ensures they get everything they need to be healthy and happy.

Who needs Safeguarding?

While safeguarding is most commonly used in regards to children and young people, it can in fact apply to anyone, and is designed to cater to all ethnicities, genders and religions. Aside from minors, the next largest group of people that require the most consideration are vulnerable adults. Examples of vulnerable adults include the elderly, those with mental health issues, learning disabilities or physical disabilities.

What does Safeguarding mean in practice?

While safeguarding might seem complex at first, the vast majority of what it covers are things that most people would consider to be perfectly common elements of giving care to someone. In practice, some of the main things that safeguarding involves will include the following:

- Health - This one is fairly straightforward, though it's not always known as a part of safeguarding. Any vulnerable person should have their health needs catered to as best as possible. This could mean promoting their health by making sure that they are eating healthy foods.
- Safety - Physical safety in what is your workplace, and their care setting, is very important too. Children for instance need to be kept away from hazards, such as those found in the kitchen. Disabled adults need to be given the right equipment to go about their day safely, such as having access to a disabled-friendly toilet.
- Discrimination - Vulnerable people from certain ethnic or religious backgrounds can sometimes come across discrimination. It is all our responsibility to ensure that they are not discriminated against or placed into a discriminatory environment. Where this does happen, you must take steps to report and resolve the issue.
- Abuse - Potentially the most significant consideration of safeguarding, abuse can take numerous forms ranging from physical child abuse, to the financial abuse of a vulnerable elderly person.

Safeguarding at EFT

Here at EFT we have a Safeguarding Team who oversee all aspects of safeguarding. You must report any concerns or worries that you have to a member of the Safeguarding Team as soon as possible. If you are unsure who they are, please refer to the Meet the Team section in this handbook or speak to any team member and they will help you.

Leaving EFT

Here at EFT we are committed to ensuring any volunteer's journey with us is well-managed and this includes when it is time for a volunteer to move away from EFT. It is our aim that any volunteer who ceases their time with us leaves with the feeling that they have supported the charity and its community, whilst also having achieved something personally worthwhile.

We want to assure all volunteers that should they wish to cease volunteering here at EFT, they can do so without prejudice and with the support of our team on the next steps of their journey, whatever or wherever that is.

Leaving at the volunteer's request

We do ask that you speak with our Deputy CEO to advise them at the earliest opportunity that you wish to leave and ask that you return all equipment, uniform, lanyards, etc. to the office.

We will ask you for some informal feedback on your time with us and your reasons for leaving; this enables us to reflect on our processes and the volunteering experience. Please note however, that this is not compulsory and you do not have to share anything with us.

Leaving at the EFT's request

We would normally only cease a volunteer's commitment as a last resort and we would much rather work with our volunteers to ensure continuation of volunteering.

There are two main reasons for ceasing a volunteer's time with us. The first would be due to an area of volunteering no longer being required by the charity. If this was the case we would work with the volunteer to help find other suitable volunteering opportunities, either within our charity, or locally elsewhere. The second reason would be due to an issue that has occurred whilst volunteering that cannot be resolved; we would then talk with the volunteer personally and in confidence to plan the next steps.

Thank You

Thank you joining the team here at EFT and for taking the time to read through this handbook. We hope that it gives you a good foundation for your time here with us. Should you have any questions at all please do speak to our Deputy CEO.

