

C-CHANGE **WEST LONDON** **TRAINING | VOLUNTEERING | WELLBEING**



VOLUNTEER HANDBOOK

www.ccw1.org.uk
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Contents

Volunteer Handbook	3
About C-Change West London	Error! Bookmark not defined.
Our Aims and Objectives	Error! Bookmark not defined.
Our Board.....	5
Our Staff.....	5
Our Volunteers.....	6
Volunteer roles	6
Our commitment to you... ..	7
How we will support you... ..	7
What we expect from you... ..	8
Essential policies and procedures.....	9
Useful links	10





Volunteer Handbook

We are delighted that you have chosen to volunteer with [C-Change West London](https://www.ccwl.org.uk) (CCWL). We depend on volunteers like you to help support our community programmes, activities, and events. People's experiences are at the heart of all we do, and it is people like you who choose to volunteer that make such a difference and help us achieve the biggest impact in our work.

This handbook is a useful reference tool, so please take the time to read it and keep it in a safe place so you can refer to it in future. It gives you background to who we are and what we do, an understanding of the roles and responsibilities of our volunteers and a summary of our policies and procedures that we have in place to support and protect you.

Our [Volunteer Policy](#) together with the other policies and procedures referred to in this handbook, ensures we maintain the highest possible standards, meet our legal responsibilities and ensure we provide a consistently high level of support to those in our communities who use health and social care services now and in the future.

We are looking forward to having you join us!

Alan Fraser – Chair
Taz Virdee – Chief Executive

About C-Change West London

C-Change West London was established in 2022 as a legacy project of [Heston West Big Local](#) (HWBL), to help improve the lives of local people by providing skills-based training, enriching volunteering, wellbeing programmes and by developing community initiatives to meet local needs. We will collaborate with local people, community groups and partner organisations to enable us to deliver our key targets and to empower, inspire and support local people.

In the last six years, Heston West Big Local has worked on improving the look and feel of the local community (i.e., installing flowerbeds, murals, and allotments) and improving lives of residents. It has focused on encouraging families, older residents, and young people to get involved with their local community by developing a culture of volunteering.

Heston West Big Local has engaged over 2500 residents and over 150 volunteers on several communities' initiatives and worked successfully in partnership with local schools and charitable groups. Its mission has been to create opportunities for local people to live healthier and happier lives, help reduce loneliness and isolation, bridge the intergenerational gap and bring people together. It is a fully diverse group, encouraging all walks of life to get involved and has provided educational and employment opportunities to our young people and volunteers.

In 2019, HWBL was nominated for the National Volunteer Organisation Award and during the COVID-19 pandemic, supported over 550 vulnerable residents with weekly food parcels in the first national lockdown. Over the years, it has organized regular community events i.e., clean ups, social action, and family fun days to help build meaningful relationships, enable residents to feel pride in the area and better connected to the local community.

C-Change West London emerges from HWBL's plans for its legacy after it has expended its £1 million in Big Local funding. During Year 3 and 4, the Board engaged with volunteers, participants, and community partners to develop a plan for its Big Local legacy. In Year 5, it undertook a Big Local Legacy Consultation to the community. The overall majority supported the vision to become a charity and to develop a community garden and café. The Board has always aimed to continue its work beyond the life of Big Local, by getting involved with the HWBL Community Garden, which retains its community involvement/control and to take the work forward longer term.



Aims & Objectives

C-Change West London will provide skills-based training, an enriching volunteering and social action programme and activities to improve and increase personal and community wellbeing. Our work will cover the socially and economically deprived areas within the London Boroughs of Hounslow, Ealing, Hillingdon and Spelthorne (Surrey). We have chosen this footprint to:

- target the estates, areas, neighbourhoods, and pockets of the highest deprivation, which are often left behind by the Council/other initiatives and don't get the ground level support they need
- work beyond our current Borough
- scale up and replicate the work and model established by Heston West Big Local
- Bring people together across the achievable/reasonable footprint of West London

Our Board

Our Board is responsible for setting our work plan each year based on local public feedback.

C-Change West London Board Members
Alan Fraser, Chair
Esther Kahlon, Secretary
Poonam Kaheer, Trustee
Poorvi Patel, Trustee
John Morris, Trustee
Rajan Sandhu, Trustee

Our Staff

As part of your induction, you will meet our team and we will help you understand how we all work together.

C-Change West London Staff Team
Taz Virdee, Chief Executive



Our Volunteers

Volunteers get involved for a variety of reasons. Some want to make a positive difference to the lives of people; others want to develop new skills and some simply want to meet new people and have fun.

Every person who volunteers for us does have one thing in common, they're vital to our work.

Volunteer roles

At C-Change West London we have a variety of volunteer roles which can be found on our website: www.ccwl.org.uk.

Please note as a volunteer you may wish to undertake several roles, or you may choose only to carry out certain roles and/or specialise areas where you have specific skills or have special interest. We will discuss and agree the time you spend volunteering at C-Change West London.

Our commitment to you

We want to make sure that you enjoy your role and get the most out of it, and we make a commitment to our volunteers.

We will:

- Always treat you with respect, consideration, and appreciation.
- Ensure you have a clear idea of your responsibilities whilst volunteering. You will be properly inducted into your role.
- Give you information about the training and support available to help you carry out your role. We will never expect you to complete a task you are not comfortable with.
- Provide you with support through regular meetings or discussions, appropriate to your individual needs, abilities, and skills.
- Offer you fair, honest, and timely feedback on your contribution.
- Update you on how your contribution has made a difference.

How we will support you

Induction

We will introduce you to the C-Change West London staff and volunteers you will be volunteering with. They will also provide more detail about the sections in this handbook. Please use this opportunity to ask any questions and highlight any areas where you would like further training and support.

If you will be volunteering with us over a significant period, you will undergo a trial period which gives us both a chance to assess how things are working out.

Training

We want to ensure that you feel happy and confident to carry out your role. As a C-Change West London volunteer you will be offered training and we will try to source specific training you have identified, that will help you do this.

Support

As part of your development, please make a note of how each task you carried out went, what you did, what you enjoyed and if there were any issues that arose.

Each volunteer will have a review meeting and the frequency of these will vary depending on the nature of your role and your time commitment. The 1-2-1 meeting, in person or by phone, will focus on how the role is going, what support you need and update you on what's happening at C-Change West London. It is an opportunity for volunteers and staff to raise issues and for you to talk constructively about your involvement with us.

What we expect from you

C-Change West London expects high standards from all our volunteers. To ensure you get the most out of your role, volunteers will:

- Always treat C-Change West London volunteers, staff and supporters with respect, consideration, and appreciation.
- Act in a professional way whenever you represent C-Change West London in public.
- Act in a way that doesn't discriminate against or exclude anyone.
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to volunteer.
- Ask us if you don't fully understand your role and responsibilities or need any other guidance.

Reliability and Commitment

It's very important that you're reliable and you stick to any arrangements you've made with us. If your circumstances change, please tell us as soon as possible. Please let us know that you'll be unavailable for certain dates and when you plan to return.



Essential policies and procedures

As a volunteer, you'll need to be aware of the following policies and procedures. Please take a few minutes to have a read through and familiarise yourself with them.

Expenses

We want to make sure that volunteers are not out of pocket or financially worse off because of their involvement in volunteer activities. We will reimburse volunteers for any reasonable out-of-pocket expenses incurred whilst volunteering with us.

Volunteers are required to complete expenses forms each month; these are available electronically or in hard copy and must be submitted by the 20th of each month.

Discuss with your Volunteer Supporter what you can claim for public transport or using your own car and the importance of keeping receipts and records of where you have been. If volunteering for three hours or more in one session, you may be able to claim for refreshments.

Expenses will be paid directly into your bank account. Read our [Finance Policy](#) for full details.

Code of conduct

We have a Code of Conduct Policy [add link] which incorporates the following:

- Gifts: Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give or receive personal gifts to or from staff or anyone receiving support services from C-Change West London.
- How we talk: When you're volunteering for C-Change West London you may notice that we use a certain style of language. The way we talk is important and our 'voice' is a key part of helping people understand who we are and what we do. It's essential that we maintain one voice that's consistent, clear and easy to understand. Whether you're speaking on behalf of C-Change West London, drafting an email, or writing a letter, it's well worth getting to grips with the C-Change West London 'tone of voice'. Your Volunteer Supporter will help you with this.
- What we wear: As a volunteer for C-Change West London, you're also an ambassador for the organisation. You're responsible for presenting a positive image to visitors, partners, and the community.

Please use your judgement to dress appropriately for the activities you're asked to carry out. We can provide a C-Change West London / Heston West Big Local branded T-Shirt or jumper for you to wear while carrying out your duties.

LOCAL COMMUNITY ROLE MODEL AWARD 20



Conflicts of interest

We realise that volunteers may sometimes know C-Change West London stakeholders in a personal capacity - as friends, family, or colleagues.

As an organisation which represents the public, it is vital that we remain impartial and transparent. Please read our [Conflict of Interest Policy](#).

Health and safety

C-Change West London is committed to looking after the health, safety, and wellbeing of everyone who works and volunteers for us. Any activities carried out on a voluntary basis are covered by health and safety legislative requirements. It's important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards to provide a safe environment for all.

It's important that you:

- Carry out your duties without endangering either your own health and safety, or that of other volunteers, C-Change West London staff, third parties and/or the public.
- Comply with all relevant instructions and procedures relating to safety and follow guidance provided by C-Change West London.
- Inform your Volunteer Supporter of any personal health and safety requirements that you have.
- C-Change West London will carry out risk assessments on activities you do and venues you visit where necessary and will share with you the outcomes of those assessments, to ensure you know what you can do to keep yourself safe whilst volunteering for us.

Our [Health and Safety Policy](#) provides full details.

Working alone

Whilst it is unlikely that volunteers will be asked to meet individuals on a one-to-one basis during their volunteer work, where this does occur, volunteers must ensure that their Project Leader / CEO has authorised the meeting and C-Change West London office staff have been informed of the details of the meeting date, time, and the location.

A risk assessment must be carried out prior to a one-to-one meeting to agree for example, a public venue, action to take in the event of a medical emergency or violent behaviour and take confidentiality and privacy into consideration.

Volunteers must not undertake home visits unless accompanied by a C-Change West London staff member.

Regular telephone contact between the volunteer and their Volunteer Supporter or the C-Change West London office should be arranged in advance.

Volunteers should also leave details of where they will be with their family in case of emergency.

Should a volunteer be in a lone working situation when an incident or accident occur, they should report this to their Project Leader / CEO or the C-Change West London staff team as soon as possible and will be asked to complete an incident or accident reporting form afterwards.

In the event of fire at a venue, then all venue procedures must be adhered to. The C-Change West London office should be informed of any fire incidents through the incident reporting procedure above.

Accidents, incidents, and insurance

All accidents and incidents must be reported to the Project Leader / CEO as soon as possible. If you feel that it's a real emergency, please contact the emergency services immediately. You are covered by our 'Employers Liability Insurance' and our 'Public Liability and Professional Indemnity Insurance' when carrying out your volunteering role on our behalf. Our Insurance documents can be found at www.ccwl.org.uk/insurance.

Safeguarding

All C-Change West London volunteers are required to undergo safeguarding training as part of their induction process. This will equip you with the safeguarding skills to act appropriately and confidently to protect the children and vulnerable adults you may encounter.

If your role involves working with groups or individual people, you may be required to undergo a Disclosure and Barring Service (DBS) check as part of our policy on safeguarding. Read the full C-Change West London [Safeguarding Policies for Adults and Children Policy](#).

Any concern that a vulnerable adult or child may be suffering harm should be discussed with a staff member as soon as the concerns arise. They will make a decision regarding breaching confidentiality and progressing in line with our safeguarding policies.

If someone discloses abuse to you, remember to stay calm, listen carefully rather than question and be sympathetic. You must report the disclosure to a staff member as soon as possible and write down what was said and who you reported it to. Tell the person that you will take their disclosure seriously, what happened wasn't their fault and that you must tell an appropriate member of staff/manager/trustee. You cannot keep the information to yourself if you think they or someone else is at risk.

Do not put yourself at risk, contact the alleged perpetrator, or tell anyone who does not need to know, in line with our policy.

Data Protection

Before we can collect, store, or use data about an individual, the data protection law and the General Data Protection Regulation (GDPR), requires us to ensure that we have that individuals consent to do so. The way we do this is by making sure we work within our data protection policy and procedures. You may, in your volunteer role with us, have access to and handle the personal information of the people you are helping. It's vital that you are aware of our policy and procedure found in the appendices.

Your contact details will be kept on a database and accessed only by appropriate staff. Your application form, references, emergency contact details will be kept securely. You have the right to access your personal record. From time to time, we may want to use photographs of our volunteers in various publicity media. You will be asked to consent to this; it is not compulsory.

Read our [General Data Protection Regulation \(GDPR\) Policy](#).



Confidentiality

Volunteers must maintain confidentiality during their time with C-Change West London. For this reason, when you complete your [Volunteer Agreement](#) you are also signing a confidentiality declaration. This means that confidential information about people we support, volunteers, C-Change West London staff and our work is kept private, unless sharing this information is required by law. Also see our [Confidentiality Policy](#).

Dealing with difficulties

If you encounter a difficulty with any aspect of the role, or your experience with us isn't working out as hoped, please talk with the Project Leader / CEO as soon as possible for advice and support. Together we will try to work out any difficulties.

We aim to make volunteering a positive experience but recognise that sometimes, for all sorts of reasons, problems can occur. We have a clear and fair problem-solving process to help resolve any issues at the earliest opportunity.

This process is only for dealing with concerns with the volunteer relationship; for other concerns or complaints please refer to our [Complaints Policy](#).

We will make reasonable adjustments within the organisations resources to ensure that volunteers can engage fully in the problem-solving process. Volunteers may bring a support person or advocate to any meeting that forms part of the problem-solving process.

Our problem-solving process

1. We will tell volunteers about any problems regarding their volunteering at the earliest opportunity and will agree a way to move forward in the role. If appropriate, volunteers could be offered training, or agree a change in their volunteering role.
2. If this does not resolve the problem, we will offer a formal meeting with our CEO to discuss.
3. If a formal meeting is required, we will talk through our concerns with the volunteer, explain what the issues are and outline their impact. We will explore with the volunteer if there are any other opportunities to resolve the concerns and notify the volunteer of our decision within 15 working days.
4. If the volunteer does not agree with the outcome of the formal meeting, they may raise their concern as an appeal with the Board of Trustees. The Board of Trustees will acknowledge the appeal within five working days and offer an appeal meeting.
5. The Board will notify the volunteer of their response within 10 working days of this meeting. The Board's decision is final.

If we are unable to agree a resolution with the volunteer, they may be asked to stop their volunteering for the organisation. If this happens, we will signpost volunteers to other opportunities.



Please note there are some occasions where we will not be able to offer any support or the opportunity for volunteers to change their behaviour or practice. While not a complete list, this may include threats, abuse or attacks on any staff and volunteer, breaking policies on safeguarding of children or vulnerable adults, breaking confidentiality, and criminal acts such as theft or fraud.

Complaints

Although dealing with complaints can be difficult, it can give us a positive opportunity to improve the way we do things and provide a better service.

If you wish to make a complaint or receive a complaint from someone about your service or anything to do with C-Change West London, please pass on to the Project Leader / Trustee / CEO.

Our [Complaints Policy](#) outlines the full process to ensure we capture all feedback.

Whistleblowing

It is important that any fraud, misconduct or wrongdoing by staff or others working on behalf of C-Change West London is reported and properly dealt with. Volunteers can raise any concerns that they may have about the conduct of others at C-Change West London or the way in which the organisation is run. Our [Whistleblowing Policy](#) sets out the way in which volunteers may raise any concerns that they have and how those concerns will be dealt with.

Equality, diversity, and inclusion

We are committed to treating all volunteers and volunteer applicants fairly. We accept volunteers based on their suitability for the role.

We won't discriminate against any volunteers because of their age, disability, gender, marital status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or socio-economic background.

We expect our volunteers to uphold our [Equal Opportunities Policy](#) whilst representing us as a volunteer. The policy should be part of the volunteer induction.

Moving on and references

You can end your volunteer role with C-Change West London at any time. Please let the Project Leader / CEO know. We would like to have a chat with you about your reasons for leaving, although this is not mandatory. If you have been a volunteer with us for over six months, we can also supply you with a reference upon request.

Useful links

1. [Volunteer Policy](#)
2. [Volunteer Agreement](#)
3. [Finance Policy](#)
4. [Trustee Code of Conduct Policy](#)
5. [Conflict of Interest Policy](#)
6. [Health and Safety Policy](#)
7. [Safeguarding Children and Vulnerable Adults Policy](#)
8. [General Data Protection Regulation GDPR Policy](#)
9. [Confidentiality Policy](#)
10. [Complaints Policy](#)
11. [Equal Opportunities Policy](#)
12. [Whistleblowing Policy](#)

