

Volunteers' Handbook

Time to get equal

scope

About cerebral palsy.
For disabled people achieving equality.



Everything you need to know about volunteering for Scope

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General information

Message from Gerald McCarthy, Chair of Scope



Thank you for volunteering

As Scope's Chair, I am a volunteer myself and therefore well aware of how vital volunteers are in leading and delivering services throughout Scope.

Scope is a national disability organisation whose focus is people with cerebral palsy, a physical condition that affects movement. Scope's services include creating early years, education, independent living and employment opportunities for all disabled people. Scope's mission is to drive the change to make our society the first where disabled people achieve equality.

As a volunteer, you will be supporting us in a variety of ways, to help make this possible. Scope is committed to disabled people volunteering and to promoting diversity in all areas. This handbook tells you more about Scope and about volunteering with us.

We are committed to making volunteering an enjoyable and rewarding experience for everyone – welcome to Scope!

A handwritten signature in blue ink, appearing to read 'Gerald McCarthy'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Gerald McCarthy
Chair of Scope

Part One



About Scope

You may already know about some of the things we do. However, in this section you can get to know Scope more and find out about how we support disabled people.

For more than 50 years, volunteers have been a vital part of Scope in providing support to thousands of disabled people by:

- Providing essential services to children, adults, families and carers
- Giving information and advice
- Campaigning on issues such as disability discrimination

- Working to influence public opinion and government policy
- Promoting disabled people's active involvement in society

At the heart of our work is the belief that a disabled person has the same rights as everyone else.

Whatever a person's background, we respect their:

- Individuality
- Independence
- Privacy
- Dignity

Scope promotes the role of disabled people in society by:

- Supporting them to influence decisions
- Sharing their experience and skills within their communities and society as a whole

If you need this information in an alternative format, please ask.

For information and advice on cerebral palsy, disability issues and Scope's services, visit Scope Response at www.scope.org.uk or call 0808 800 3333.

What you can do

As a volunteer, you can get involved in many different activities through your local Scope shops, services and projects. These may include:

■ Volunteering in a shop

You can do all aspects of retail from stockroom to sales floor, operating the tills, merchandising, stock sorting, pricing, valuations and support to staff.

■ Supporting disabled children and adults

This could be helping students to take part in activities in one of our schools, providing support to a disabled person in one of our independent living services or mentoring a disabled person to achieve greater independence.

■ Supporting parents with disabled children

You can provide one-to-one support to parents with disabled children or accompany families on outings, shopping or days out.

■ Getting involved in Scope

This could be through our Time to Get Equal campaigns, research, fundraising, promoting Scope's services and projects, visits to check access to public highways, transport and buildings.

■ Tasks within our services and projects

This could be helping with IT, general administration, data management, customer services, delivering training or writing for newsletters.

Being a Scope volunteer

Volunteers are crucial in making sure Scope continues to support disabled people and benefit the local community.

More than 10,000 volunteers of all ages, backgrounds and cultures regularly give their time to Scope. People volunteer for many reasons, perhaps to give something to the local community or to get valuable experience.

Why involve volunteers?

Volunteers add value to our work with disabled people in the local community.

Your efforts will help raise vital funds for Scope.

What will I get out of volunteering?

- The enjoyment of being part of a team
- A chance to meet new people, make new friends and gain confidence
- The chance to use your individual talents and skills to benefit disabled people
- Personal growth and development
- The rewarding feeling of supporting someone to achieve their full potential
- The knowledge that you have made a real difference

Will I be given training?

You will be given training relevant to your role and we will help you complete tasks you have agreed to perform. You will be supervised on a regular basis and we will address quickly any concerns you may have.

How much time do I need to give?

You can give as little or as much time as you wish. Some roles may require a regular commitment and others can be more flexible. We will match your skills and interests to relevant opportunities in Scope.



Diversity in volunteering

Diversity is about valuing difference and recognising that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and awareness.

We want to encourage and bring together these differences to make volunteering relevant and accessible to you.

We want to draw upon the widest possible range of views and experiences, so that we can meet the changing needs of users, staff, volunteers, partners and supporters.

Scope is working to expand its team of volunteers to demonstrate its commitment to equal opportunities

and significantly increase the number of people coming forward to volunteer.

Access to Volunteering Fund

Scope promotes diversity in all areas of volunteering opportunities and particularly welcomes disabled people as volunteers.

Scope has an Access to Volunteering Fund, which aims to provide funding for adjustments that are not normally covered by volunteer expenses, for example, adapted equipment.

To find out more, please speak to your volunteer manager/supervisor or a member of the Volunteering Strategy Team.

Part Two



Information for volunteers

1. Volunteer policy

Scope's volunteer policy sets out Scope's approach and commitment to volunteering. It covers:

- Who is a Scope volunteer
- Why does Scope involve volunteers
- Scope's commitment to volunteering
- Scope's commitment to UK National Occupational Standards for Volunteer Management
- Scope's commitment to diversity in volunteering

'Volunteer Policy': Available separately.*

2. Task description

Each task we ask you to do will be agreed with you and defined through your task description.

This will be regularly reviewed with you through supervision or support sessions and updated in line with your role.

3. Volunteer arrangement

This arrangement is intended to show our appreciation and commitment to you.

We want you to know that we:

- Appreciate the offer of your time, energy and skills

- Are dedicated to do the best we can to make your volunteer experience a productive, positive and rewarding one.

While you are volunteering with Scope we will:

- Provide a full induction on the work of Scope, its staff, your volunteering role and any equipment or training necessary
- Ensure tasks are fully accessible
- Provide you with a named supervisor to give support, supervision and feedback on a regular basis

- Ensure there is flexibility and personal development opportunities in your volunteering role
- Treat you in line with Scope policies and procedures on volunteering
- Provide you with a safe environment in which to volunteer
- Treat you fairly and without discrimination with respect and consideration at all times
- Provide opportunities to influence our work and ask for your views about any changes we may make
- Reimburse reasonable out-of-pocket expenses where there are receipts or similar evidence of cost to you
- Provide adequate insurance cover for you whilst carrying out your tasks approved and authorised by us
- Value your contribution to the organisation
- Try to resolve in a fair and just manner any problems, complaints or difficulties that you may encounter whilst volunteering with us.

4. Your commitment to us

Scope needs to maintain high standards so that we can continue to attract a wide range of supporters. As a Scope volunteer you are in a position of trust. You may be responsible for tasks within one of our shops or supporting a service user.

We ask you to:

- Perform your role to the best of your ability
- Come to us at the dates and times that you have agreed, and to let us know as soon as possible if you are unable to come
- Provide referees and to agree to a criminal records check being carried out where necessary.

5. Standards for Volunteers

The Standards for Volunteers provide a framework to guide you in the types of behaviour required whilst volunteering for Scope. We value your honesty and reliability and would

appreciate it if you could do the same when conducting your volunteering role.

Scope requires that:

- You operate within our guidelines, procedures and standards
- Your behaviour, attitude and language do not go against the aims and interests of Scope's mission, values or its supporters
- You do not discriminate or use abusive or offensive behaviour and treat people with respect
- You do not use your position or information gained inappropriately



- Your volunteer position does not affect your personal relationship with staff, other volunteers or service users
- You do not make statements to the media without approval from your volunteer manager
- You use the internet and IT equipment appropriately and only in relation to your volunteering activities
- You are not under the influence of alcohol or illegal substances and you do not steal or carry out any other criminal behaviour
- You do not except gifts, money or vouchers from anyone. Only small gifts such as chocolates, birthday or Christmas cards or other faith-based celebration cards can be accepted where refusal may cause embarrassment
- You do not smoke inside Scope's premises and only use designated smoking areas outside
- Dress appropriately to the circumstances of the duties required

'Standards for Volunteers': Available separately.*

6. Confidentiality

In your role as a volunteer, you may have involvement with disabled children

or adults, with families either directly, by telephone or email.

You could have a database role or carry out administrative tasks.

Information about anyone you volunteer for and with is completely confidential. Not even your immediate family should know about it.

It is essential that you never share any information you are party to and that you keep all matters relating to service users completely confidential.

However, if it is an allegation of abuse or criminal activity you should report this to your volunteer manager/supervisor.

Confidentiality is very important. If you break it, we will ask you to leave your position as a volunteer.

'Confidentiality Procedure': Available separately.*

7. Expenses

Scope will reimburse you for reasonable out-of-pocket expenses. To do this, we ask you to keep copies of receipts and/or records of your mileage.

If you are on welfare benefits, there is guidance you need to follow which your volunteer manager will explain to you. We will also inform you how to make your expenses claim.

'Expenses Procedure': Available separately.*

8. Insurance

Scope has insurance protection to cover its volunteers. Volunteer drivers using their own vehicles should inform their insurers of their voluntary activities.

If you need more information about the nature and level of insurance cover for you, please ask your volunteer manager/supervisor.

9. Personal details

All your details are kept securely – either in a locked filing cabinet or in electronic format on our computer.

If you want to look at any of the data we hold, please discuss this with your volunteer manager/supervisor.

10. Health and safety

We have a duty of care towards all our volunteers. So we will make sure that you volunteer in a safe and healthy environment, taking appropriate steps to reduce any risks you may face.

As a volunteer, you also have responsibility for your own health and safety and that of the people you volunteer for and with. We will give you information about health and safety as part of your induction.

11. First aid

There will be a qualified first aider or a named person who can take charge of the situation if someone is seriously injured or taken ill. You will be

told what to do and who you need to contact if someone needs first aid. Please ask if you are not sure.

12. Reporting an accident

You should be made aware of the importance and the legal responsibility of reporting all accidents and unsafe practices to your volunteer manager/supervisor.

13. Fire precautions

As a volunteer, you will be instructed and trained in your specific duties in the event of a fire.

‘Health and Safety Policy Procedure’:
Available separately.*

14. Child and adult protection

As a volunteer, you have the responsibility to report any allegation of abuse towards a child or vulnerable adult.

‘Child and Adult Protection Procedures’:
Available separately.*

15. Equality and diversity

We want to ensure that we provide equality of opportunity in all aspects of volunteering. Everyone in Scope has the right to be treated fairly and without discrimination.

Scope will not accept any form of unfair discrimination, victimisation or harassment on the grounds of sex, gender reassignment, disability,

pregnancy, colour, race, nationality, ethnic or national origins, sexual orientation or religion or belief, or whether or not someone is married.

If you feel you are not being treated fairly, if you want to speak up for someone else or simply want more information about what this means, please let your volunteer manager/supervisor know.

‘Equality and Diversity Policy’: Available separately.*

16. Providing a reference

As a volunteer with Scope, we may provide a reference if you need one for paid work, study or another voluntary position.

17. Leaving

When you do decide to stop volunteering, for whatever reason, we hope you will fill in our ‘Exit Interview Questionnaire’ so that we can get some feedback about how you found your time with us. Also we would like any suggestions you may have for improving the volunteer programme.

18. Volunteer procedures

We have a ‘Volunteer Policy and Procedure Handbook’, which is held by your volunteer manager/supervisor.

You will be given details in these areas in your induction dependent on your role, and this handbook will be available for your reference.

19. Comments, suggestions, problem-solving and complaints

We are constantly striving to improve our services and welcome any comments or suggestions you wish to make. Please fill in the 'Volunteer Feedback Postcard' enclosed with this handbook.

Scope aims to achieve the highest standards in all its activities.

As a volunteer, you have the right to complain if you feel we are not meeting those standards and are not satisfied with any part of our organisation.

If you become aware of activities which you believe to be illegal or not right, you should report the matter to your volunteer

manager/supervisor or Scope's confidential 'Whistleblowing Procedure'.

'Complaints Procedure', 'Whistleblowing Procedure': Both available separately.*

Once again, thank you and welcome to Scope.

* Policy and procedures, available separately.

These are included in the 'Volunteer Policy and Procedure Handbook'. Please ask your volunteer manager/supervisor or a member of the Volunteering Strategy Team.

Scope

For information about volunteering with Scope or for information and advice on cerebral palsy, disability issues and Scope's services, visit **www.scope.org.uk** or contact **Scope Response** on **0808 800 3333**

Email: **volunteering@scope.org.uk**
Web: **www.scope.org.uk/volunteer**
Tel: **0808 800 3333**

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If you need this information in an alternative format, please ask.

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