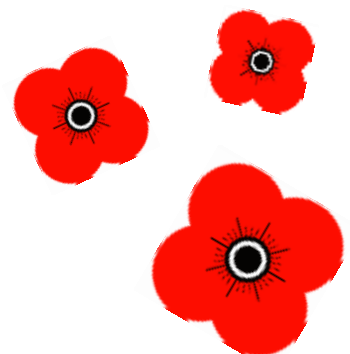




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Poppyscotland Volunteer Charter

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Volunteer Support Co-ordinator



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Statement of purpose

To recognise and value the important contribution volunteers make to Poppyscotland by helping the organisation improve the quality of life for veterans and their dependants in Scotland.

A Poppyscotland volunteer is a person who of their own free will contributes gifts of time and skill for the benefit of the community, without financial gain, in our offices and/or in the community. The skills volunteers bring range from the routine to the highly specialised. All volunteer skills, experience and attributes will be valued and matched to the needs of Poppyscotland. In return for volunteering, Poppyscotland will treat all volunteers fairly and with respect.

Volunteers are extremely important to Poppyscotland. Support from volunteers helps us to maximise our fundraising income which allows us to provide even more practical help to ex-Service men, women and their dependants living in Scotland. Practical help from volunteers brings a variety of skills and experience to our work and allows us to provide additional services. Local volunteers are often seen as the Poppyscotland representative in their own community, which gives Poppyscotland a wide coverage. Poppyscotland could not achieve its purpose without volunteers.

The Volunteer Charter aims to:

- establish and maintain good practice on volunteering whatever the tasks volunteers undertake within the organisation;
- outline the Health and Safety responsibilities in respect of volunteers;
- encourage partnership at every level between volunteers and employees, both of whom are essential to the purpose of Poppyscotland;
- and clarify the roles and expectations of volunteers, thereby supporting them in their volunteering for Poppyscotland.

Volunteering in Poppyscotland provides:

- an opportunity to share an interest with other people, and to have an enjoyable time doing it;
- opportunities for individuals to be active in their communities in a way that makes them better places in which to live and work;
- a chance to increase personal skills and attributes and add to the skills and knowledge available to the organisation;
- a contribution to the securing of a firm financial base for the organisation to fulfil its purpose.

The Scottish Executive defines volunteering in their current Volunteering Strategy as,

“Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, environment and society at large. It is a choice undertaken of one's own free will, and is not motivated primarily for financial gain or for a wage or salary. ”

The organisation

Poppyscotland (The Earl Haig Fund Scotland) was founded in 1921 by Field Marshal Earl Haig, to provide practical help to ex-Service men, women and their dependants living in Scotland.

It is best known for organising the Scottish Poppy Appeal, which is held each year in November. Other fundraising activities are also held throughout the year to raise additional funds.

Money raised is spent in the following ways:

- Tailored support and funding
- Advice
- Employment
- Mobility
- Respite and breaks
- Housing
- Mental Health

Key contacts

Volunteer Support Co-ordinator – Kate Jenkins

Tel 0131 550 1597

Mobile 07458 016089

Email volunteer@poppyscotland.org.uk

Chief Executive – Mark Bibbey

Tel 0131 550 1541

Email m.bibbey@poppyscotland.org.uk

Human Resources Manager – Pamela Beattie

Tel 0131 550 1544

Email p.beattie@poppyscotland.org.uk

Head of Welfare Services – Gary Gray

Tel 0131 550 1593

Email g.gray@poppyscotland.org.uk

Head of Fundraising – Gordon Michie

Tel 0131 550 1551

Email g.michie@poppyscotland.org.uk

Scottish Poppy Appeal Organiser East – Sine Ward

Tel 0131 5501552

Email s.ward@poppyscotland.org.uk

Scottish Poppy Appeal Organiser West - Robert McRae

Tel 0141 338 6582

Email r.mcrae@poppyscotland.org.uk

Guidelines for volunteers

- Find out what is expected of you and how much your interest can match the volunteering opportunities with Poppyscotland.
- Do not over commit yourself, offer only as much time as you can reliably give.
- Know who you are responsible to and who you can go to for information or advice.
- Share any concerns which you may have about your volunteer work with the Volunteer Support Co-ordinator, or with your manager. Do not keep worries to yourself.
- It is unwise to give or lend money to another individual.
- Please do not feel obliged to carry out any task against your wishes or which you feel is unreasonable. Discuss it with the Volunteer Support Co-ordinator or with your manager.
- A service user or beneficiary may entrust you with confidential information, which should not be disclosed. However, if any information you receive gives you genuine cause for alarm, do not hesitate to discuss it with the Volunteer Support Co-ordinator or with your manager. Encourage the user to discuss his/her problem with someone who is in a position to help.
- Be sensitive and understanding to the needs of others.
- Be aware that volunteering comes with responsibilities.

Case studies and volunteer experiences

These are a few examples of some of our volunteers and their experiences.

Myoko Usui

Miyoko from Tokyo volunteered in Poppyscotland's PR and Marketing Department two days a week.

Miyoko says,

"It is a good opportunity to meet local people and to understand more about a fundraising organisation. It is a great experience and I feel I have enhanced my skills, for sure."

Terry McCourt

Terry from Glasgow volunteers for Poppyscotland throughout the year. He has a strong affinity with the ex-service community as he comes from a military background, with family members serving also.

Terry says,

"It makes me feel good knowing that you are playing a part in the team that is out there helping people."

Marion McDonald and Margaret Wight

Marion from Edinburgh and Margaret from East Lothian help with the Scottish Poppy Appeal Collections and assist with mailings in Poppyscotland's head office.

Marion says,

"I enjoy helping Poppyscotland in its work. I feel that giving a few hours of my time is nothing when men have given up their health or even their lives."

Margaret says,

"Volunteering gives me something to focus on. I wanted to do something to help Poppyscotland. I might need their help myself one day!"

Recognition for volunteers

Poppyscotland recognises the huge contribution volunteers make to Poppyscotland.

We have a system of long service awards which is open to all our current volunteers. An application form is available as Annex F to this document or from the Volunteer Support Co-ordinator. Additional copies can be downloaded from our website.

The President's Award is given to an outstanding volunteer or volunteers. You can nominate volunteers using the Poppyscotland Volunteer Awards form. You will then be sent a detailed nomination form to complete and return.

Poppyscotland is also active in highlighting their volunteers for recognition within their local community in conjunction with local volunteer centres and other agencies. We also support the national Millennium Volunteer Awards scheme and the Scottish Saltire Awards which recognise and reward volunteering in young people.

Recruitment and matching

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Policy. The volunteer applicant will have to complete an application form, but help can be given with this if necessary. The applicant will have an informal chat or an interview with the Volunteer Support Co-ordinator and if this is successful on the basis that their skills, attributes and experience are appropriate to the task, the two references asked for will be taken up.

Poppyscotland will take all reasonable steps to ensure unsuitable people are prevented from undertaking regulated work within the organisation. Further, we recognise that we have a legal duty under the Protection of Vulnerable Groups (Scotland) Act 2007 to ensure that individuals who are barred from regulated work are not engaged (either paid or unpaid) in regulated work within Poppyscotland.

Identification will be checked for all volunteers during the recruitment and selection process. This must include 2 forms of personal identification, at least one of which is photographic, and a third piece showing current address within the last 3 months. Poppyscotland is registered with Volunteer Scotland Disclosure Services (VSDS). Volunteers carrying out regulated work within Poppyscotland must be members of the Protection of Vulnerable Groups (PVG) Scheme and will be asked to complete an application for a PVG Scheme Record or for a Scheme Record Update if already a member. Where possible this will be done when ID is checked. This ensures that applications for a PVG Scheme Record/Record Update are processed by Disclosure Scotland as quickly as possible.

Recruited volunteers will be asked to agree to the following:

- demonstrate Poppyscotland values in their volunteering;
- adhere to the organisation's core policies, standards and procedures;
- submit records (where applicable) in the agreed form to their supervisor, which includes confirmation of their activities and the time spent on them;
- to meet time and task commitments.

These will ensure that volunteers feel they are a valued part of the team and are making a valid contribution to the purpose of Poppyscotland.

Induction and training

There will be an induction prepared and delivered by the Volunteer Support Co-ordinator or the most appropriate person. This will include:

- the role of the volunteer;
- copies of all the relevant policies including this Volunteer Charter;
- essential procedures, i.e. timekeeping, rota etc.;
- induction training and details of ongoing training;
- information about the relevant Code of Practice;
- identification of risks associated with their activities and the management controls in place to reduce them;
- other information as appropriate.

If a manager considers that training is required for volunteers, then it forms part of the business planning process and is addressed individually with volunteers. Volunteers are asked what they feel their training needs are in order to meet the requirements of the task(s).

Recognition is given for any training undertaken by a volunteer, e.g. a certificate and accreditation is provided wherever possible. The training is evaluated in order to assess its effectiveness and relevance to the particular role or tasks of the volunteer.

Where appropriate, consideration is given to the creation of a structure whereby volunteers can advance to do more difficult and responsible tasks within the service in order to provide new challenges that the volunteer can enjoy. Any training needs are assessed jointly by the line manager and volunteer.

Consideration is given to using the experienced volunteers as supervisors and trainers for new volunteers. (An employee retains line management responsibility for every volunteer.)

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if incurred, will be reimbursed, including expenses for travel and meals. Note: Expenses must be agreed in advance with your Manager.

In order to claim expenses, please ensure the following:

- You fully complete a Poppyscotland Volunteer Expenses Form;
- You sign the form;
- You attach all receipts;
- Your Manager counter signs the form;
- You provide us with details of your driving licence, tax and MOT status annually. Details on how to provide this information can be obtained by contacting the Volunteer Support Coordinator.

A copy of the Volunteer Expenses Claim Form is available in Annex A, or from the Volunteer Support Coordinator.

The following rates are applicable from the 1st December 2016:

Cars

- 45p per mile for the first 10,000 miles in each tax year
- 25p per mile thereafter
- 5p per mile for each passenger

Motorcycle

- 24p per mile

Bicycle

- 20p per mile

Home to main place of volunteering

Claims are permitted for journeys between home and main place of volunteering with prior agreement.

Office to secondary location

Claims are allowed and will be paid in line with the current rate with the following exceptions:

- Journeys between Edinburgh and Glasgow should be made by train where at all possible.
- Journeys south of the Border should be made by rail or air. Should you elect to travel by car you will be reimbursed at the British Rail Standard Class return rate.

Home to secondary location

The amount payable will be the lesser of:

- The cost based on the current mileage (with the exception of Glasgow and south of the Border) incurred; and
- The cost which would have been incurred had their journey started or ended at the main place of work.

Travel by bus

All bus fares are claimable on authorised journeys.

Travel by car

- Distances are checked against the current AA and RAC Mileage Charts.
- Parking charges may be reclaimed with a valid receipt.

Travel by air

Travel by air is often approved including North of the Border. (Please check well in advance so that the Charity may make full use of special travel offers.)

Travel by train

- Standard Class (off peak where appropriate) rail fares are reclaimable for travel in Scotland.
- First Class Rail Fares and sleeping berths are reclaimable for travel south of the Border.

(Please check well in advance so that the Charity may make full use of special travel offers.)

Subsistence

For absences from home or main place of volunteering on official duty, reasonable subsistence and missed meal allowance will be paid on expenses actually incurred and supported by receipts.

A full copy of the expenses policy is available on request.

Confidentiality and security

Poppyscotland's processes require an explicit confidentiality policy, which all workers, including volunteers and staff are obliged to observe.

Volunteers should respect Poppyscotland organisational confidentiality. Volunteers should understand and respect the confidentiality of service users and understand its boundaries. Personal information in respect of service users is made available to volunteers on a 'need to know' basis only.

Volunteers should not disclose any information of a confidential nature relating to Poppyscotland which may have been obtained in the course of their involvement with the organisation.

Volunteers should not make public statements or any statements to a person employed or associated with the media concerning Poppyscotland without first speaking to their manager and the PR department at Poppyscotland.

When entering a Poppyscotland building volunteers should sign in and out as a visitor each time.

Data protection

The Data Protection Act 1998 governs how we may use and store personal information. It applies to records held on paper and on computer. This applies to any personal data Poppyscotland may hold about its volunteers or supporters but also applies to personal data volunteers may hold on Poppyscotland's behalf.

Poppyscotland is registered under the Data Protection Act and this registration covers the activities of volunteers. Nothing further need be done by volunteers concerning registration under the Act. However, to comply with the Act, volunteers must comply with the following guidelines at all times:

You should ensure you comply with the following guidelines at all times:

- Do not give out confidential personal information except to the data subject. In particular, it should not be given to someone from the same family or to any other unauthorised third party unless the data subject has given their explicit consent to this.
- Be aware that those seeking information sometimes use deception in order to gain access to it. Always verify the identity of the data subject and the legitimacy of the request, particularly before releasing personal information by telephone.
- Only transmit personal information between locations by fax or e-mail if a secure network is in place, for example, a confidential fax machine or encryption is used for e-mail
- If you receive a request for personal information about another employee, you should forward this to the HR Manager who will be responsible for dealing with such requests.
- Ensure any personal data you hold is kept securely, either in a locked filing cabinet or, if computerised, it is password protected.
- Compliance with the Act is your responsibility. If you have any questions or concerns about the interpretation of these rules, take this up with the Data Protection Officer.

Detailed clarification of any aspect of the Data Protection Act and how Poppyscotland's policy should be implemented in relation to volunteering, will be provided in response to written enquiries to Poppyscotland.

The Data Protection Officer
Poppyscotland
New Haig House
Logie Green Road
Edinburgh
EH7 4HR

Further information and advice about data protection is available at www.dataprotection.gov.uk

Insurance and volunteer drivers

The organisation has a valid insurance policy which, you are advised to read. All approved volunteers are covered by our Public Liability Insurance Policy up to the sum of £10,000,000.00.

Volunteer drivers

For volunteer drivers using Poppyscotland vehicles, the Poppyscotland Vehicles Guidelines must be fully complied with. This will give these approved drivers fully comprehensive fleet insurance with Poppyscotland.

Volunteers should be aware that if they are to use their own vehicle for Poppyscotland business, Poppyscotland will not be liable for any risks which a driver has not insured themselves against, e.g. if a driver drives into a wall on Poppyscotland business. A volunteer needs to put in writing to their insurers that they are using their vehicle for Poppyscotland business and that they are receiving an allowance for this. Only the approved vehicle is to be used by a volunteer on Poppyscotland business.

The suggested wording to send to your insurance company is available as Annex B to this document or from the Volunteer Support Co-ordinator or line manager. Additional copies can be downloaded from our website.

In order for us to comply with our legal duties, we will require those using their own vehicles to produce basic documentation. Where this is necessary the Transport Coordinator should take responsibility for checking the following on an annual basis:

- the employee's driving license
- if the car is more than three years old, the current MOT certificate
- insurance documents.

Should you wish to discuss any aspect of insurance for volunteers, or if you would like a full copy of our Driving Policy please speak to the Volunteer Support Co-ordinator.

References for volunteers

Volunteers generally require two references. Both referees will be asked to comment on the volunteer applicant's character and ability to fulfil the volunteer outline and how they relate to others. One of these may be a personal friend or relative. (Only one reference is required where the volunteering is very occasional or low risk.)

Any ambiguity or concern in a reference about the applicant's suitability is followed up on the phone with the referee and a record is made of the conversation.

Volunteers who require a reference from Poppyscotland and who have volunteered for a suitable period of time, should indicate their need to the Volunteer Support Coordinator who can provide a standard reference on request.

Supervision and support

The Volunteer Support Co-ordinator, relevant line managers and other volunteers will offer support to volunteers.

The Volunteer Support Co-ordinator or relevant line manager will support all volunteers and will have regular meetings with volunteers to discuss any problems or issues that may arise.

Each volunteer has a named person who is responsible for their support. The line manager is responsible for organising regular support sessions for volunteers. Employees or volunteers who have the additional responsibility for providing supervision to volunteers receive training.

The person providing support to the volunteer:

- gives them any relevant guidance and helps to organise training which will enable their volunteering to be effective;
- provides information on organisational developments and appropriate paid vacancies/volunteering opportunities within Poppyscotland;
- line managers thank volunteers for their help;
- and acknowledge their contribution personally and in the form of references or testimonials where appropriate.

Resolving volunteer concerns

The relationship between Poppyscotland and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with Poppyscotland's standards, here is how it will be dealt with:

- Initially through a meeting with the Volunteer Support Coordinator or the most appropriate person, who will explain the concerns.
- If this does not resolve the concern then a meeting with the Head of Fundraising or most appropriate person will be convened.
- If your work still does not meet with our standards then we shall have to stop using your services.
- At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:

- Initially explain your dissatisfaction to the Volunteer Support Coordinator or the most appropriate person.
- If that does not resolve the concern then a meeting with the most appropriate person should be convened.
- If after this we are unable to provide a satisfactory solution to your grievance then it would be inappropriate for you to continue to be a volunteer.
- At all times you will be freely able to state your case and can have a friend to accompany you.

Managers take complaints by volunteers seriously and try to resolve them as quickly as possible.

Concerns about the performance or conduct of volunteers are dealt with fairly, quickly and professionally.

If a volunteer is alleged to have committed an illegal act when volunteering, this is reported to the police and the person does not act as a volunteer for the organisation again unless they are cleared.

Health and safety policy

(applicable to volunteers)

Poppyscotland is committed to maintaining a safe and healthy environment for their volunteers and others who may be affected by our business.

The management of Poppyscotland is totally committed to achieving these goals through systematic management of Health and Safety, ensuring compliance with the law and achieving continuous improvement. The promotion of health and safety is a mutual objective for Poppyscotland, management, employees and volunteers. It must be of the highest priority.

- Poppyscotland recognises that developments in the field of health and safety mean that to be effective this policy must be constantly reviewed and updated.
- Poppyscotland recognises and accepts its responsibility, in so far as is reasonably practicable, for providing a safe and healthy environment for all its volunteers.
- Conducting the undertaking without risk to health and safety of others.

Line managers shall:

- have a good working knowledge of the policy (and supporting procedures and plans);
- undertake suitable and sufficient risk assessments as required for all activities;
- act upon comments and complaints from volunteers on health and safety matters promptly and appropriately;
- ensure new volunteers receive induction training where appropriate;
- demonstrate leadership of, and commitment to, health and safety, setting a personal example at all times.

It is important to recognise that to be effective a policy on health and safety requires the cooperation of everyone. Volunteers should understand the health and safety duties they have including duty of care to others and duty to cooperate with Poppyscotland health and safety arrangements.

Constant vigilance is necessary to see that safety awareness is maintained and each one of us has a personal responsibility for ensuring we do not endanger ourselves or other people whilst volunteering.

Volunteers shall:

- have the right to stop the task where they feel their personal safety is compromised or consider they are not competent to carry out the task;
- comply with Poppyscotland's health and safety policies and procedures;
- ensure they understand hazards and comply with associated safe systems of volunteering;
- properly use any personal protective equipment and/or equipment provided for the task;
- work in a responsible manner so that they do not put themselves or others at risk;

- inform managers of any changes in their circumstances that may affect their ability to work safely, e.g. prescription medication or medical condition;
- demonstrate leadership of, and commitment to, health and safety by setting a personal example at all times;
- report all incidents and concerns to line management.

The establishment and maintenance of a good health and safety record depends not only on the environment but also on each volunteer or employee who is responsible for the following safe methods of work within this safe environment.

The Health and Safety at Work Act places on the volunteer or employee the duty to:

- take reasonable care for the health and safety of themselves and others;
- cooperate with Poppyscotland so as to enable it to carry out its responsibilities;
- and not interfere with or misuse anything provided in the interest of health and safety or welfare.

The Act lays down penalties for any person who fails to carry out these duties. Whilst the overall responsibility for health and safety rests at the highest management level, all individuals have responsibility for carrying out that policy. Volunteers must therefore be health and safety conscious and:

- report any potential hazards;
- observe any safety procedures issued;
- use safety equipment or clothing issued;
- participate in safety training when called upon to do so;
- and take an active and personal interest in promoting health and safety in volunteering.

The Health and Safety Officers are:

Lady Haig's Poppy Factory Manager and Human Resources Manager

The First Aid Officer is:

Caretaker

Fundraising and health and safety

Many volunteers organise fundraising events throughout the year, bringing people, the public and volunteers together. Often this 'bringing together' of people has implications on the Health and Safety Act 1974.

In simple terms, anything that brings people together may be affected. Clearly, many of our activities are already covered for safety by other people:

- if you visit a shop, the shopkeeper is responsible;
- if you walk down the street, the local authority is probably responsible.

It follows that usually one is responsible only for organising, or running, something which is not 'everyday'. This could cover:

- the organisation of a fete or garden party;
- the operation of a Poppy or Charity Shop;
- the organisation of a sporting or physical event such as marathon running, bungee jumping, etc.;
- the organisation of a meeting, conference or seminar in a location not usually used for this purpose.

The list is nearly endless.

What are an organiser's responsibilities?

The basic need is for potential dangers, hazardous areas and problems to be recognised and either neutralised or suitable countermeasures to be put in place. Thus, if you run a public barbecue you will need to appreciate that fire-fighting and burn remedies may be needed. This recognition of problems is called 'risk assessment' and it is always worth making a written risk assessment for the file. The Poppyscotland risk assessment record is available as Annex C to this document or from the Volunteer Support Coordinator or line manager. Additional copies can be downloaded from our website. See risk assessments section below.

This chapter is not designed to put people off running events but to help them with the planning and to highlight some of the things that should be considered. Below is a health and safety fundraising checklist to help you with your organisation. Should you have any questions regarding health and safety please do not hesitate to contact us.

Volunteering checklist			
Checkpoints	Yes, No or N/A	Action required	
		By whom?	By when?
Is there a named person responsible for taking the lead on the event and who will co-ordinate the risk assessment? (See section below on risk assessment.)			
Before agreeing the site/activity			
Is health and safety part of the pre-event planning meetings?			
Has the site been assessed as suitable?			
Have necessary permissions been obtained?			
Have the local authority and/or police been contacted regarding impact on local traffic conditions?			
Is the site easily accessible to the public?			
What is the maximum number of people the site can safely accommodate?			
Are toilet facilities available - or can Portaloos be set up?			
General considerations			
Are first-aid facilities available?			
Are there procedures for reporting and recording any accidents or near misses? (See details on accidents)			
If refreshments will be available, are providers qualified to meet food hygiene regulations? Are hand-washing facilities available?			
Are portable fire extinguishers needed?			
Are there contingency plans for bad weather?			
Is additional insurance cover required?			
Are arrangements in place to handle and bank money?			
Are extra security measures needed?			
Are there a sufficient number of competent/professional stewards available, who are briefed as to what is expected of them, including emergency procedures?			
Specialist activities (e.g. bouncy castles, helicopter rides, abseiling, firework displays, fire-walking, bungee jumping)			
Are the people leading on the activity properly qualified?			
Are they experienced in this sort of activity?			
Do they have a comprehensive risk assessment?			
Are there adequate emergency procedures?			
Have they considered weather implications?			
Do they have insurance cover?			
Equipment			
Is all equipment in a safe condition for use, especially use of electrical equipment outdoors?			

Site layout			
Ensure pedestrians and vehicles are segregated.			
Avoid trip and slip hazards.			
Ensure specialist activities are segregated from the public.			
Clearing up			
Has the site been left in the same condition as when it was taken over, with all waste correctly disposed of?			
Review			
Is there a process to review the success of the activity and to take note of any learning points for future occasions?			

Lone volunteering guidance notes

When volunteering you may find yourself in some unfamiliar situations. There may be some risks involved in this if you are volunteering on your own or with just one other person. Our application process tries to minimise any risks but there are steps you can take to protect yourself.

A Poppyscotland risk assessment record will be required in each case to identify hazards that a lone volunteer faces. If the risk assessment determines that it is not possible for the work to be done safely by a lone volunteer, arrangements for providing help or back-up will be required. The Poppyscotland risk assessment record is available as Annex C to this document or from the Volunteer Support Coordinator or line manager. Additional copies can be downloaded from our website. See risk assessments section below.

The potential dangers from working on your own or with just one other person are:

- a risk of physical assault or being subject to threatening behaviour;
- a risk of injury or accident with no one there to help.

To minimise these risks you should take the following into consideration when you are volunteering on your own:

- Make sure that someone knows where you are and when to expect you back. Tell them if you change your plans.
- If you have a mobile phone, take it with you and keep it on. If you do not, then make sure you have change for a payphone or a phonecard with you.
- Trust your intuition. Do not work on your own or with just one other person unless you feel absolutely safe.
- If you are with someone whose behaviour is unwelcome or threatening then you do not have to stay. You must decide what is the best response for you. That may be removing yourself from that situation, avoiding working with that person again, being assertive and telling the person to stop, or asking someone else to deal with it.
- If you feel physically threatened try to avoid confrontation. Do all you can to defuse the situation. Allow the aggressor space, both physical and verbal. Get out of the situation as quickly as possible.
- If you are meeting someone for the first time make sure it is in a public place. Never agree to meet someone alone at his or her home as part of your volunteering.

- If you are working on your own in an office or other building, lock yourself in, only let in those you know or who have ID and good reason to be there. Make sure you know at least two ways out in case of fire or other emergency. Do not let telephone callers know you are alone.
- Most accidents come from simple things like slips and trips or from using tools and equipment. Assess any task carefully before you start, whether or not you are working alone. If you think there might be a potential hazard then do not be afraid to leave a job until someone else is there. Never work on steps or ladders or use heavy power tools on your own. Be sure you know where the First Aid kit is kept.
- Hopefully you will never meet a situation where you feel threatened or at risk. If you are unfortunate enough to have such an experience please let your contact at Poppyscotland know as soon as possible.
- Always complete a Poppyscotland risk assessment record where necessary, see risk assessments section below.
- Further guidance on lone volunteering can be given on request.

Moving and handling guidance notes

Moving and handling are about using your body to lift, move, hold or support a load manually. Moving and handling includes:

- lifting
- carrying
- pulling
- pushing
- static holding
- lowering
- reaching/stretching
- and supporting.

The Manual Handling Operations Regulations 1992 cover manual handling. The requirements of these Regulations can be summarised as follows:

- remove risks of injury associated with moving and handling activities;
- if you cannot remove the injury risks, then assess them;
- take the necessary measures to reduce the risk of injury to the lowest level possible;
- inform, instruct and train people in moving and handling.

The first question that should always be asked is 'Is this moving and handling activity necessary?' If the activity is not necessary, it can be avoided. If the activity is necessary, it must be assessed to find the safest way of doing it.

There are four factors that you must consider when carrying out a moving and handling assessment:

- Load – what is being carried or moved?
- Individual – who is moving and/or handling the load?
- Task – what does the activity actually involve, how will it be undertaken?
- Environment – where will the moving and handling activity be carried out?

The first letter of these four factors (L, I, T, E) make the work LITE – this may help you to remember what you need to think about.

There are a number of reasonably low-cost pieces of equipment available that can make load handling much easier. Barrows, trolleys, containers with handles, etc. can very often be used to help control the risk of injury. Using hire shops can be a useful way of trying out a device.

Further guidance on moving and handling can be given. A Poppyscotland risk assessment record will be required in each case to identify moving and handling hazards. If the risk assessment determines that it is not possible for the work to be done safely, arrangements for providing help or back-up will be required. The Poppyscotland risk assessment record is

available as Annex D to this document or from the Volunteer Support Coordinator or line manager. Additional copies can be downloaded from our website. See risk assessments section below.

Accident reporting procedure

All accidents, no matter how minor, to you, other volunteers, colleagues or visitors must be reported. Employees and Volunteers have the responsibilities to:

- Report, as soon possible any accident or incident they are involved in or have witnessed whilst working for or on behalf of Poppyscotland.
- When requested, contribute to an accident or incident investigation, by providing all relevant information or assistance. by completing an accident report form.

Volunteers shall verbally inform their Poppyscotland contact who shall make a paper record in the site accident book where relevant, and shall ensure the report is dealt with in accordance to the relevant accident reporting procedures. The Poppyscotland accident report form is available as Annex D to this document or from the Volunteer Support Co-ordinator or line manager. Additional copies can be downloaded from our website.

Whilst our first priority must be to give practical assistance to a casualty, we must also ensure that full details of the accident are taken including the name of the injured person and any witnesses who saw the accident. However, you should not admit Poppyscotland's liability in any way.

A copy of the accident report form should be forwarded to:

Volunteer Support Co-ordinator
Poppyscotland
New Haig House
Logie Green Road
Edinburgh
EH7 4HQ

Fire and emergency procedures

When you commence volunteering you must familiarise yourself with the fire and emergency procedures for any building you may be volunteering in. It is your responsibility to read the fire and safety notices posted throughout the building. You should ensure you know the location of emergency exits appropriate to your work.

Fire

If you should discover a fire give the alarm. If you are near an alarm point, set it off. If possible close all windows and doors around the fire and keep people clear of the area.

Evacuation

If you hear the fire alarm you must:

- Follow the instructions of the senior person present.
- If required, search all rooms near your department to ensure nobody is left in the building, e.g. offices, toilets, store rooms.
- Do not attempt to collect personal belongings.
- The most important thing is to avoid panic – do not shout or run, keep calm and alert leave the building quickly and calmly.
- Do not re-enter the building until told it is safe to do so.
- Having evacuated the building assemble at the fire assembly point.

Bombs

In the event of a bomb warning follow the instructions of the senior person present. Do not touch.

Risk assessments

Poppyscotland has a duty under the law to ensure, so far as reasonably practicable, the safety of volunteers and members of the general public, who are involved in or who attend, events planned and organised by Poppyscotland or Poppyscotland volunteers. To this end, organisers of Poppyscotland public and closed events are responsible for carrying out a risk assessment prior to the event and maintaining a written record. The aim of this section is to explain what a risk assessment is, why it is required and how it is carried out.

Definitions

Risk assessment

A risk assessment is nothing more than a careful examination of what hazards, in the assessor's opinion, need to be considered in order to assess the harm they may cause to people, so that the assessor can weigh up whether sufficient precautions have been taken or what further steps must be taken to prevent harm. It is important for the assessor to decide whether a hazard is significant and whether he/she has accounted for it by applying satisfactory precautions so that the risk is mitigated.

Hazard

A hazard is anything with the potential to cause harm to a person (exposed electrical wire, slippery floor, uneven paving, heavy traffic etc)

Risk

A risk is the possibility, high or low, that a person will, or may be, harmed by a hazard.

Types of events

Public event

A public event is an event where members of the general public are invited or to which they have free access. The event may be held in a public place (e.g. town square) or in a hired or loaned venue. When held in public places the police and local authorities are to be consulted and their advice is to be noted and acted upon. The police will normally carry out the risk assessment when crowd and traffic control is involved.

Closed events

A closed event is an event that takes place in a hired or loaned venue (e.g. theatre, conference hall, village hall, etc.). In such cases, the owner's risk assessment and instructions/regulations for use must be closely adhered to. Organisers of large closed events should also carry out their own risk assessment and if considered necessary consult the police.

Adventure events

Where the event is of an adventurous nature, e.g. canoeing, bungee jumping etc., in particular where young people are involved, the advice of the controlling body is to be sought and the provisions of the Adventure Licensing Regulations are to be complied with. Check with Poppyscotland that the event is covered by our insurance policy.

Management of crowds

Crowding and poor crowd control can cause anxiety and stress and can easily lead to injury. Those responsible for the overall operation should work as a team, ensuring good communications and co-ordination between them. They should also:

- research the type of visitor and their likely behaviour;
- assess information available from previous events at the venue;
- consider the adequacy of arrangements for the planning and operation of crowd safety systems as part of the overall risk assessment;
- inspect the venue and review arrangements;
- liaise with outside agencies.

The need for risk assessments

As outlined in the first paragraph, Poppyscotland has a duty under the Health and Safety at Work Act 1974 to ensure so far as reasonably practicable, the safety of any persons who are involved in, or who attend, a Poppyscotland event. The Act states that it is morally unacceptable to put the health and safety of people at risk and that failure to comply with requirements of the act carries the threat of prosecution. Consequently, a risk assessment must be conducted prior to any Poppyscotland event taking place and a record of the assessment is to be maintained, which records the hazards identified and precautions taken. If an accident does occur, the interested authorities (such as the Police, local Environmental Health Department or the Health and Safety Executive (HSE)) will ask to see the risk assessment. A sound and sensible risk assessment should show that all steps so far as reasonably practicable were taken and so protect Poppyscotland from prosecution.

How to complete a risk assessment

There are 5 steps to completing a risk assessment. The process does not have to be overcomplicated. The hazards facing planners of Poppyscotland events are few and simple and can be easily identified by using common sense. You do not have to be a health and safety expert to complete a risk assessment. As each of the steps are carried out, the Poppyscotland risk assessment record should be completed and a copy retained as a written statement of the assessment. The Poppyscotland risk assessment record is available as Annex C to this

document or from the Volunteer Development Co-ordinator or line manager. Additional copies can be downloaded from our website.

Step 1 – Look for the hazards

Walk around the closed or public venue and look afresh at what could reasonably be expected to cause harm. Read the instructions/regulations of the closed venue. Consult/liase with the police and local authority in the case of public venue. Use the following examples as a guide:

- slipping/tripping hazards (stairs, floor-boards, linoleum, carpets, paving stones, cables, kerb stones);
- accommodation (suitability for event, adequate space, obstructions);
- access/egress (assessable, obstructions, locked, broken, clearly marked, wheelchairs, emergency services);
- seating (comfort, adequate capacity, in good repair);
- lighting (sufficient, safe, height/clearance for standards);
- temperature (too warm, too cold);
- fire (evacuation procedures, clearly marked routes and exits, inflammable material, safeguarded, fire fighting equipment, access to telephone, fire inspection report).
- vehicle traffic (people and traffic do not mix, police advice, parking facilities, pedestrian routes marked and protected, coach stop location);
- overhead hazards (trees, cables, bridges, signs, weather);
- security requirements (police advice, VIP/visitors, security threat);
- locked/unlocked/guarded door policy, search policy);
- manual handling (is assistance required? Could it be avoided?);
- crowd assessment/crowd control (police advice, use of correct barriers, emergency procedures plan and briefing).

Step 2 – Decide who might be harmed and how

There is no need to list individuals by name, just think about the groups of people who will be involved in the event or who may, inadvertently, become involved. Record the group who may be affected against the hazards listed, for example:

- Event participants
- Visitors/audience
- General public/incidental onlookers
- Venue staff/maintenance staff/cleaners/operators
- Contractors/delivery personnel
- Pregnant women
- Elderly and infirm
- Disabled/wheelchair users

Step 3 – Evaluate the risks and decide whether existing precautions are adequate or should more be done

Consider how likely it is that each hazard could cause harm. This will enable you to identify which hazard will place people at more risk than other less serious hazards – in other words, the hazards that must be dealt with as a priority. The law states that you must do what is reasonably practicable to make your event safe for everybody. Therefore, your real aim in Step 3 is to remove the risk from all hazards or make the risk as small as possible by taking reasonable precautions. So, take the following action:

- Draw up an action list and group the hazards (from Step 1) into priority using the categories High, Medium and Low.
- Consider each hazard and ask yourself two questions:
 - a) Can I remove the hazard? (If the answer is yes, take the necessary action and record the action taken in the risk assessment.)
 - b) If not, can I control the risk?
- To control the risk, apply the principles:
 - a) Try a less risky option (change venue, time, date etc).
 - b) Prevent access to the hazard (screen off, cover up, lock access, re-route the event etc).
 - c) Reduce exposure to the hazard (temporary repair, repair, re-route the event, etc).
 - d) Create an alternative plan (wet weather programme).

Step 4 – Record your findings

You must record all your findings and action taken in your risk assessment (see Poppyscotland risk assessment record Annex C). This means recording the significant hazards, points considered, conclusions and action taken. Your record should show:

- that a proper check was undertaken;
- you considered who might be affected;
- you dealt with all the obvious and significant hazards;
- and the precautions taken are reasonable and the remaining risk is low.

Step 5 – Review your assessment and if necessary revise

Keep the Poppyscotland Risk Assessment record for future reference and to present to the police or HSE inspector at a later date if requested. Should the event be held regularly, the risk assessment will help you or other organisers to complete future risk assessments. Every assessment should be approached through fresh eyes; a revision of any previous hazard consideration must be undertaken as conditions continually change.

Equal opportunities policy

(applicable to volunteers and employees)

Poppyscotland is an equal opportunity employer and is fully committed to a policy of treating all its employees, job applicants and volunteers equally.

The Company will take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to race, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, marital status, age or disability. The Company will also take all reasonable steps to provide a work environment in which all employees are treated with respect and dignity and that is free of harassment based upon an employee's race, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, marital status, age or disability. The Company will not condone any form of harassment, whether engaged in by employees or by outside third parties who do business with the Company.

Employees have a duty to cooperate with the Company to ensure that this policy is effective in ensuring equal opportunities and in preventing discrimination or harassment. Action will be taken under the Company's disciplinary procedure against any employee who is found to have committed an act of improper or unlawful discrimination, harassment, bullying or intimidation. Serious breaches of this equal opportunities and dignity at work statement will be treated as potential gross misconduct and could render the employee liable to summary dismissal. Employees should also bear in mind that they can be held personally liable as well as, or instead of, the Company for any act of unlawful discrimination.

Employees should draw the attention of their line manager to suspected discriminatory acts or practices or suspected cases of harassment. Employees must not victimize or retaliate against an employee who had made allegations or complaints of discrimination or harassment or who has provided information about such discrimination or harassment. Such behaviour will be treated as potential gross misconduct in accordance with the Company's disciplinary procedure.

Recruitment, advertising and selection

The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of experience, abilities and qualifications. The Company is committed to applying its equal opportunities policy statement at all stages of recruitment and selection.

Advertisements will encourage applications from all suitably qualified and experienced people. When advertising job vacancies, in order to attract applications from all sections of the community, the Company will, as far as reasonably practicable:

1. Ensure advertisements are not confined to those publications which would exclude or disproportionately reduce the numbers of applicants of a particular gender, sexual orientation, religion or racial group.

2. Avoid prescribing any unnecessary requirements which would exclude a higher proportion of a particular gender, sexual orientation, religion or racial group or which would exclude disabled job applicants;

3. Avoid prescribing any requirements as to marital status;

1. Where vacancies may be filled by promotion or transfer, they will be published to all eligible employees in such a way that they do not restrict applications from employees of any particular gender, sexual orientation, religion or racial group or from employees with a disability;
2. Ensure that the setting of age limits as a criterion of any specific job title is justifiable.

The selection process will be carried out fairly for all jobs at all levels. All applications will be processed in a professional and non prejudicial way. The staff responsible for short-listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application. Wherever possible, all applicants will be interviewed by at least two interviewers and all questions asked of the applicants will relate to the requirements of the job. The selection of new staff will be based on the job requirements and the individual's suitability and ability to do, or to train for, the job in question.

With disabled job applicants, the Company will have regard to its duty to make reasonable adjustments to work arrangements or to work premises in order to ensure that the disabled person is not placed at a substantial disadvantage in comparison with persons who are not disabled.

Terms of employment, benefits, facilities and services

All terms of employment, benefits, facilities and service will be reviewed from time to time, in order to ensure that there is no unlawful discrimination on the grounds of race, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, marital status, age or disability.

Equal Pay

The Company is committed to equal pay in employment. It believes its male and female employees should receive equal pay for like work, work rated as equivalent or work of equal value. In order to achieve this, the Company will endeavour to maintain a pay system that is transparent, free from bias and based on objective criteria.

Harassment

It is against the Company's policy for any employee, male or female, to sexually harass another employee or to harass him or her on the grounds of actual or perceived sexual orientation. It is also against the Company's policy for any employee to harass another employee on the

grounds of his or her race, ethnic origin, nationality, national origin, religion or belief, age or disability. Harassment occurs where a person engages in unwanted conduct which has the purpose or effect of violating the other's dignity at work or creating an intimidating, hostile, degrading, humiliating or offensive work environment for the other person.

Sexual harassment include, but is not limited to, unwelcome sexual advances, requests for sexual favours, engaging in other unwelcome verbal or physical conduct of a sexual nature, subjection to obscene or other suggestive comments, and sexual jokes or pictures. Racial harassment includes, but is not limited to, engaging in unwelcome verbal or physical conduct of a racial nature, subjection to racist comments, and racist jokes or pictures. Harassment may comprise intentional bullying which is obvious or violent but it can also be unintentional or subtle, such as the use of nicknames or teasing. It is for the complainant to decide for him or herself what they regard as offensive.

Reporting complaints

All allegations of discrimination or harassment will be dealt with seriously, confidentially and speedily. The Company will not ignore or treat lightly grievances or complaints of discrimination or harassment from members of a particular sex, sexual orientation, religion or racial group or from employees who are disabled.

With cases of harassment, while the Company encourages employees who believe they are being harassed to notify the offender (by words or by conduct) that his or her behaviour is unwelcome, the Company also recognizes that actual or perceived power and status disparities may make such confrontation impractical.

If you wish to make a complaint of discrimination or harassment, you should follow the following steps:

1. First of all, report the incident of discrimination or harassment to your line manager. If you do not wish to speak to your line manager, you can instead speak to an alternative line manager or to a member of the HR Department.
2. Such reports should be made promptly so that investigation may proceed and any action taken expeditiously.
3. All allegations of discrimination or harassment will be taken seriously. The allegation will be promptly investigated and, as part of the investigatory process, you will be interviewed and asked to provide a witness statement setting out the details of your complaint. Confidentiality will be maintained during the investigatory process to the extent that this is practical and appropriate in the circumstances. However in order to effectively investigate an allegation, the Company must be able to determine the scope of the investigation and the individuals who should be informed of or interviewed about the allegation.

4. Once the investigation has been completed, you will be informed of the outcome and the Company's conclusions.
5. The Company is committed to taking appropriate action with respect to all complaints of discrimination or harassment which are upheld.
6. You will not be penalized for raising a complaint, even if it is not upheld, unless your complaint was both untrue and made in bad faith.

Alternatively, you may if you wish, use the Company's grievance procedure to make a complaint.

Any employee who is found to have discriminated against or harassed another employee in violation of this policy will be subject to disciplinary action under the Company's disciplinary procedure. Such behaviour may be treated as gross misconduct and could render the employee liable to summary dismissal. In addition, line managers who had knowledge that such discrimination or harassment had occurred in their departments but who had taken no action to eliminate it will also be subject to disciplinary action under the Company's disciplinary procedure.

Monitoring equal opportunity and dignity at work

The HR Manager will constantly monitor the effects of selection decisions and personnel and pay practices and procedures in order to assess whether equal opportunity and dignity at work are being achieved. This will also involve considering any possible indirectly discriminatory effects of its working practices.

Disability Discrimination Act

The Act:

- Applies to existing (and future) disabled employees and (to a limited extent) to applicants
- Applies to all employers with 15 or more employees
- Protects disabled people (and those speaking out for them)
- Allows justification (which must be material and substantial) as a defence
- Applies in respect of recruitment, job offer, refusal to appoint, terms and conditions, promotion prospects and dismissal

To assist the disabled, employers are required to make 'reasonable' adjustments to the working environment which could include the following:

- Altering premises
- Altering working hours, site, duties and equipment
- Altering manuals, procedures etc (e.g. providing written instructions in Braille)
- Allowing absence for training, assessment and rehabilitation

- Providing assistance (e.g. a reader, writer or interpreter) and supervision

Whilst 'reasonableness' for making adjustments will essentially depend upon individual cases, an assessment of whether an adjustment is reasonable could include:

- The availability of finance and resources to make adjustments – note that the Access to Work initiative can provide up to 80% of employers' costs of making adjustments to enable the disabled to work or continue to work. Details via Job Centres.
- The practicality of making the adjustment
- The cost to and disruption of the employer's business.

Volunteers from abroad

There are no legal restrictions on volunteering for nationals of EU countries.

Nationals of non EU/EEA countries may be prevented legally from taking paid or unpaid work in the UK - which includes volunteering. People who have their passports endorsed in this way cannot volunteer with Poppyscotland until they have obtained consent from the Home Office Immigration and Nationality Directorate.

People from non-EU countries can arrange beforehand to come to the UK specifically to volunteer with Poppyscotland provided that the volunteering is project based, the volunteer is not in the UK for more than 12 months and does not take paid employment whilst in the UK.

It is an offence to retain a person's birth certificate or certificate of naturalisation, passport or other travel documentation.

Overseas students can legally take paid or unpaid work provided they have completed form OSS1, available from the Job Centre.

People applying for refugee status cannot be considered as volunteers with Poppyscotland without permission being granted from the Home Office for them to be so.

People granted refugee status or exceptional leave to remain in the UK are entitled to be considered for voluntary work with Poppyscotland.

Volunteers identify their citizenship on the Poppyscotland Volunteer application form. If a volunteer is not a citizen of an EU country, eligibility to volunteer is clarified at interview.

A manager would need to confirm in writing to the volunteer from the non-EU country the relevant information concerning the date and time-scale of their placement, where they will be placed and what their role will be.

If a person from abroad is uncertain about their legal status in respect of voluntary work they are advised as to whom they need to contact for clarification.

If there is any uncertainty regarding the volunteer's legal status or what is acceptable documentation, advice is sought from the local Human Resources manager.

Use of the internet and e-mail standards

Users on the Poppyscotland Network have access to the internet and e-mail facility via desktop and laptop PCs. This Instruction sets out the policy on the use of both facilities.

Internet

The Poppyscotland Network provides user's access to the internet for work related purposes only. As with other facilities within Poppyscotland, such as telephone and fax, there are no set-down limitations placed on volunteers.

As a major concession to users however, private use of the internet may be permitted for short periods during the working day. This should not normally be during normal working hours but is acceptable prior to opening time and during lunch break. As with all concessions, this can and will be withdrawn if abused. Be considerate.

Please note the use of the internet to deliberately access sites that are considered inappropriate or that contain offensive material is strictly forbidden and will be regarded as gross misconduct and disciplinary procedures will be instigated.

Additionally, use of the internet from the Poppyscotland Network is not to be used for freelance, business or gambling. It is impossible to list all internet sites or type of sites that would be deemed inappropriate or carrying offensive material but as an example, sites of a pornographic nature most certainly fall into this category – if there is any doubt the site should be avoided.

E-mails

The use of e-mails is actively encouraged within and between the Poppyscotland Network as an efficient and speedy means of communication provided recipients acknowledge receipt of e-mails and act upon them accordingly. Similarly, communicating with external addressees via e-mail is very efficient and allows large and complex documents to be passed quickly and easily. It should be noted that the use of e-mailing facilities is not necessarily a confidential means of communication and if any personal data is sent in e-mail, this must be done in accordance with the Data Protection Act, a copy of which is held in the Human Resources Department.

Volunteers are not to use e-mail to make formal contractual agreements.

The use of e-mail facility for private purposes is accepted by the Poppyscotland Network within set bounds similar to the internet. Users may use the facility for occasional messaging to friends and colleagues. However, volunteers are not allowed the use of their work e-mail address for chat or other such sites – that is, loading their address with a chat site or for the receipt of unsolicited e-mails. Similarly, sending and receiving e-mails to/from addresses that are clearly the 'front' for an inappropriate site is not acceptable. Whilst mindful of the general right of volunteers privacy at work Poppyscotland reserves the right to monitor e-mails sent by any Poppyscotland Network volunteer through the authorised Network Administrator. In the absence of the Network Administrator his/her Head of Department has the authority to monitor internet and e-mail traffic. Any person not authorised who does so will be deemed to have contravened the disciplinary code. All cases of gross misconduct identified by the authorised

Network Administrator will be reported in the first instance to the HR Manager who will instigate the necessary action through the Chief Executive.

Volunteers are not to make use of e-mails to send pictures or any other material of an inappropriate nature to either members of the Poppyscotland Network or external addressees. Again, it is impossible to define inappropriate material, but where that material might cause offence, it is to be considered inappropriate.

Misuse of the facilities

Accessing or downloading material of an inappropriate or offensive nature, be it onto Poppyscotland or private IT equipment, at the offices of the Poppyscotland Network, by any member of the Poppyscotland Network, will be considered Gross Misconduct. Similarly the sending of inappropriate or offensive material, to either internal or external addressees, will also be considered Gross Misconduct as will the sending of such material to Poppyscotland addressees from an external address. Such activity will most certainly result in action being taken.

Protection of children and adults at risk policy

(applicable to employees and volunteers)

Poppyscotland aims to ensure that any children or vulnerable adults, are protected and kept safe from harm while they are with employees and volunteers in this organisation. In order to achieve this we will ensure our employees and volunteers are carefully selected, screened, trained and supervised.

All applicants to our organisation will complete an application form.

Short listed applicants will be asked to attend interview or informal chat.

Short listed applicants will be asked to provide references and these will always be taken up prior to confirmation of an appointment.

Where relevant to the post, the successful applicant will be asked to join the PVG Scheme, and a Disclosure or scheme update will be requested. Disclosures will be requested prior to the applicant taking up post.

The successful applicant will receive orientation training, which will give an overview of the organisation and ensure they know its purpose, values, services and structure.

Relevant training and support will be provided on an ongoing basis, and will cover information about their role, and opportunities for practicing skills needed for the work.

Training on specific areas such as health & safety procedures, identifying and reporting abuse, and confidentiality will be given as a priority to new staff and volunteers, and will be regularly reviewed.

All employees and volunteers will have a designated supervisor who will provide regular feedback and support. Poppyscotland will ensure that all volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure it full implementation.

Recruitment of ex-offenders policy

The purpose of this policy is to ensure consistent and fair practices are implemented for the recruitment of volunteers who have a criminal record to unpaid vulnerable posts within Poppyscotland.

Poppyscotland undertakes to treat all applicants for positions within the organisation fairly and not to discriminate unfairly against the subject of a disclosure on the basis of conviction or other information revealed.

Having a criminal record will not necessarily debar an individual from working/volunteering in an Adults at Risk position within this organisation. Only convictions or conviction information that is deemed relevant to the position applied for will result in an applicant not being granted the position.

This organisation implements a fair recruitment policy that ensures individuals have the opportunity to disclose any convictions or conviction information in a way that allows for a clear risk assessment to be carried out that will determine whether or not the conviction or conviction information is relevant to the position applied for.

To ensure the correct applicant is appointed and to enable Poppyscotland to determine the relevance of any convictions or conviction information to positions applied for Poppyscotland will use the following volunteer recruitment tools:

- Application Form
- Self-Declaration Form
- References
- Interviews
- Disclosure Certificate

As part of Poppyscotland recruitment policy we request the appropriate level of Disclosure certificate at the final part of the recruitment stage, when a position has been offered.

Enhanced Disclosure certificates will only be sought for positions that are deemed to be exempted posts. An exempted post is one, which is detailed in the Exclusions and Exceptions (Scotland) Order 2003.

Under the Rehabilitation of Offenders Act 1974, ex-offenders have the right not to reveal spent convictions. However, additional legislation (the Exclusions and Exceptions (Scotland) Act 2003) allows for employers to ask for an applicant to detail their full criminal record history.

One of the positions listed in the Exclusions and Exceptions (Scotland) Order 2003 is a child care position. The definition of a child care position is defined in Schedule 2 of the Protection of Children (Scotland) Act 2003 (PoCSA).

Where a position requires an Enhanced disclosure we make this clear on the application form, job advert, self-declaration form and any other information provided about the post.

All applicants are required to complete an application form, self-declaration form, interview or informal chat and give details of two referees. (Only one reference is required where the volunteering is very occasional or low risk.)

Self-Declaration Forms will be viewed by the Lead Signatory before interview to determine the relevance of any disclosed information to the position applied for.

When assessing the relevance of any convictions or conviction information Lead Signatory will look at the following information:

- Whether the conviction is relevant to the position being offered;
- The seriousness of the offence revealed;
- The length of time since the offence took place;
- Whether the applicant has a pattern of offending behaviour ;
- Whether the applicant's circumstances have changed since offending took place;
- How the individual completed their sentence to move forward and stop the offending behaviour

Should the Lead Signatory decide that the information is relevant to the post the applicant will be deemed to have been unsuccessful and this information will be fed back to the applicant by letter.

For applicants who have disclosed convictions or conviction information that is not deemed to be relevant to the post an interview or informal chat will take place.

At interview or informal chat we will ensure that open, measured and relevant discussions can take place on the subject of any disclosed offences.

Failure to reveal information on the Self-Declaration Form or at interview or informal chat that is directly relevant to the position sought will lead to the withdrawal of the offer of paid/unpaid work.

The appropriate level of Disclosure certificate will be accessed once the applicant has successfully completed the interview and the paid/unpaid position has been offered.

Should the returned Disclosure certificate disclose more offences, more serious offences or relevant non-conviction information than previously disclosed by the applicant this could lead to the withdrawal of offer of employment/volunteer post. This will be a decision for the Lead Signatory to make.

All Disclosure Certificates accessed for successful applicants will be stored for a maximum of thirty days by the Lead Signatory, as per the Poppyscotland policy on storage, handling and retention policy.

Disclosure information policy

(Secure handling, use, storage and destruction of information)

In accordance with the Scottish Executive Code of Practice, for registered persons and other recipients of Disclosure Information, Poppyscotland will ensure the following practice.

Disclosures will only be requested when necessary and relevant to a particular post and the information provided on a disclosure certificate will only be used for recruitment purposes.

Poppyscotland will ensure that an individual's consent is given before seeking a disclosure, and will seek their consent before using disclosure information for any purpose other than recruitment. Disclosure information will only be shared with those authorised to see it in the course of their duties.

Where additional disclosure information is provided to Poppyscotland and not to the disclosure applicant, Poppyscotland will not disclose this information to the applicant, but can inform them, if asked that additional information has been provided, should this information affect the recruitment decision, not actual details of the additional information or where it was resourced.

Disclosure information will be stored in a locked non-portable container, for a maximum of thirty days. Only those authorised to see this information in the course of their duties will have access to this container.

Disclosure information will be destroyed by shredding.

No image or photocopy of the Disclosure information may be retained. Recipients of Disclosure information may, however, keep a record of the following: -

- Date of issue of disclosure
- Name of subject
- Disclosure type
- Position for which disclosure was requested
- Unique reference number of disclosure
- Recruitment decision taken

Poppyscotland will ensure that all staff with access to disclosure information are aware of this policy and have received relevant training and support.

Poppyscotland undertake to make a copy of this policy available to any applicant for a post with Poppyscotland that requires a disclosure.

Before acting as an Intermediary Organisation (i.e. a body which processes applications for Enhanced Disclosures on behalf of another organisation), Poppyscotland will take all reasonable steps to ensure that the organisation on whose behalf we are acting can comply with the Code of Practice, published by Scottish Ministers under Section 122(1) of the Police

Act 1997 Part V, and in full accordance with this policy. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the Code of Practice, and in full accordance with this policy. We will also ensure that any body or individual, at whose request applications for Disclosures are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.

Volunteer application form

The volunteer application form is available as Annex E to this document or from the Volunteer Support Co-ordinator or line manager. Additional copies can be downloaded from our website.

Any person wishing to volunteer should provide the following information:

- their full name and current address;
- details of previous experience, voluntary or paid, which is of relevance to the task;
- name of person/people to contact to verify experience of their work/volunteering and who may be asked for a reference;
- details of any convictions for criminal offences and any spent convictions under the Rehabilitation of Offenders Act 1974;
- and any relevant details on nationality/citizenship.

The information provided is carefully checked for any matters that may be of concern.

Resources

This Volunteer Charter is freely accessible to all. It will be reviewed regularly to adapt or improve it.

For more information contact your Local Volunteer Centre. This can be found via the internet, in your local yellow pages or phone directories.

Other Organisations

Volunteer Development Scotland

Jubilee House, Forthside Way

Stirling

FK8 1QZ

Tel: 01786 479593

E-mail: vds@vds.org.uk

Website: www.vds.org.uk

Volunteer Centres Scotland

Website: www.volunteerscotland.org.uk

Institute of Fundraising

Website: <http://www.institute-of-fundraising.org.uk/>

Investing in Volunteers

Website: <http://iiv.investinginvolunteers.org.uk/>

Scottish Council for Voluntary Organisations

Website: <http://www.scvo.org.uk>

Publications

Essential Volunteer Management

By McCurley and Lynch. Available from the Directory of Social Change. Phone: 020 7209 55151

Just About Managing: Effective Management for Voluntary Organisations and Community Groups

By Sandy Adirondack. Published by the London Voluntary Service Council. ISBN 1 872582 80 X.

Voluntary But Not Amateur: A Guide to the Law for Voluntary Organisations and Community Groups.

By Jacki Reason, Ruth Hayes and Duncan Forbes. Published by London Voluntary Service Council. ISBN 1 872582 11 7.

The Volunteer Recruitment Book

By Susan Ellis. Available from the National Centre for Volunteering

Phone: 020 7520 8900.

They also produce a range of other publications and free leaflets – ask for their publications brochure.



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