



Staffordshire
Wildlife Trust

001 Volunteer Policy

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Staffordshire Wildlife Trust

Volunteer Policy

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1. Purpose

This policy sets out Staffordshire Wildlife Trust's commitment to volunteering and the principles that underpin how volunteers are recruited, supported, and engaged.

It provides a clear framework for staff, trustees and volunteers to ensure that volunteering is safe, inclusive, effective and aligned with organisational values.

This policy is supported by detailed procedures and appendices which outline operational requirements and guidance.

2. Scope

This Policy applies to everyone working for or on behalf of Staffordshire Wildlife Trust Ltd including its trading subsidiaries, hereafter referred to as "The Trust". It applies to all staff, including senior managers, Trustees, paid staff, sessional workers, agency staff, students, volunteers or anyone working on behalf of Staffordshire Wildlife Trust.

For the purposes of this policy, a volunteer is an individual who undertakes activity on behalf of the Trust without payment, in a role defined by the organisation.

This policy does not apply to:

- One-off community events
- Corporate volunteering days
- External partner groups operating independently

This policy will be reviewed annually or in line with key legislation updates or changes and will be promoted through induction, training and ongoing supervision and support.

In 2000, the Trust adopted the Volunteers Charter as a guide to how everyone in the organisation should work with volunteers. There have been several revisions, the most recent in 2006. *This policy* replaces the Volunteers Charter.

3. Policy Statement

Staffordshire Wildlife Trust recognises that volunteers make a vital contribution to achieving our mission and strategic objectives.

We are committed to:

- Providing a safe, inclusive and supportive environment for all volunteers
- Recognising and valuing the contribution of volunteers
- Ensuring volunteering opportunities are meaningful, accessible and well-managed
- Embedding safeguarding, equality and wellbeing into all volunteering activity

The Trust will:

- Apply fair, transparent and consistent processes for recruiting and supporting volunteers
- Actively promote volunteering opportunities to a wide range of individuals and communities, encouraging participation from people with different backgrounds, experiences and perspectives, so that our volunteer community better reflects the diversity of the county
- Ensure appropriate training, supervision and guidance is provided
- Promote a culture where concerns can be raised safely and addressed appropriately
- Ensure volunteers are not treated as employees and that no contractual employment relationship is created

4. Glossary of Terms

Volunteers – An individual who undertakes activities on behalf of Staffordshire Wildlife Trust without receiving payment (other than reimbursement of agreed out-of-pocket expenses). Volunteers contribute their time, skills and experience to support the Trust's aims and objectives.

Community Champion – A key contact connected to the Trust who leads people not connected to the Trust to take regular and meaningful action for nature within their community. They do not have a role description. They are not Staffordshire Wildlife Trust volunteers.

All Staff – Refers to everyone in paid employment/receiving remuneration for work with the Trust, this includes sessional workers. They may or may not have contact with volunteers as part of their job description

Trustees –Volunteers who have independent control over, and legal responsibility for, a charity's management and administration

Adult at Risk – An individual aged 18 or over who:

- Has needs for care and support (whether or not these are being met), and
- Is experiencing, or at risk of, abuse or neglect, and
- Is unable to protect themselves because of those needs

This definition aligns with the **Care Act 2014**.

Volunteer Line Managers – The member of staff responsible for the direct supervision and support of a volunteer. This includes overseeing recruitment, induction, training, ongoing communication, and ensuring the volunteer operates safely and effectively within their role.

Volunteer Providers – the term used on Team Kinetic, the volunteer management system, for volunteer line managers

Work party Leader- This may be a staff member or a volunteer with the training & competency to brief, deploy and monitor/support volunteers to carry out practical tasks

Volunteer Leads – Refers to staff who support the volunteering infrastructure at the Trust

Goal 4 Community of Practice – Group of Trust staff, some of whom are involved in volunteer management, recruitment and support, who find solutions to challenges and ensure the strategic aims of the Trust and its policies are upheld and applied consistently across the Trust.

Safety & Compliance Officer – SWT staff member who tracks all staff and volunteer compliance with policies and procedures

Local Groups -Volunteer groups who adopted our constitution and support the Trust mission and raise funds for the Trust through walks, talks, campaigns and other methods

Registered Volunteer Group – This is a group where the members are registered with Staffordshire Wildlife trust on Team Kinetic the volunteer management system, constituted or un-constituted, requiring support for insurance, funding etc. This group requires regular competency checks and must adhere to SWT policies and procedures, including risk assessments. This includes the **WAT Groups** (Volunteer groups who manage Tamworth Borough Council land as part of the Wild About Tamworth (WAT) project).

Affiliated groups- Volunteer groups who are independent groups but are linked to us formally because we acknowledge the work they do. *They are not Staffordshire Wildlife Trust volunteers.* These are standalone constituted groups with their own autonomy to seek funding and insurance. They will have their own policies and procedures. These groups work with or alongside SWT but are not covered by SWT public liability. For example, Barn Owl Action Group (BOAG)

Youth Volunteer Lead –This is a member of staff with extensive experience of working with volunteers and young people, who provides advice to Volunteer Line Managers, the Goal 4 Community of Practice, staff and volunteers about good practice when working with young people.

Young People – refers to older or more experienced children who have the maturity and understanding to make important decisions for themselves but are still legally considered children because they have not yet reached their 18th birthday.

Work Experience –Under 18s volunteer at the Trust for an average of 1 week to learn about a job or an area of work, because they are required to do so by school or college courses. Typically based in People Engagement department. *They are not Staffordshire Wildlife Trust volunteers.* They have a different procedure to young volunteers which can be found at the end of this document.

Placements – Those over 18 who regularly attend volunteer placement at the Trust over period of time, such as once a week for a year, because they are required to do so by a course/education establishment. Typically based in Conservation Delivery department.

5. Roles and Responsibilities

Role	Responsibilities
All Staff, Volunteers and Trustees	Safeguarding and good volunteer management is everyone's responsibility. All individuals must: • Act in line with this policy and associated procedures • Raise concerns appropriately • Promote a positive and inclusive culture • Ensure all volunteers feel welcome and supported throughout their time with Staffordshire Wildlife Trust
Trustees and Senior Leadership Team	• Ensure effective governance of volunteering • Approve and review policy and procedures • Embed volunteering within strategic planning
Volunteer Line Managers (Volunteer Providers)	• Recruit and manage volunteers in line with procedures • Provide induction, supervision and support • Ensure health, safety and safeguarding requirements are met • Maintain accurate records (e.g. training, competencies) • Ensure all volunteers feel welcome and supported throughout their time with Staffordshire Wildlife Trust
Volunteer Leads / Infrastructure Roles	• Provide advice, systems and oversight for volunteer management • Support consistency and best practice across the Trust • Maintain systems such as Team Kinetic

6. Safer Recruitment

The Trust is committed to recruiting volunteers safely to protect all individuals engaging with our work.

We will:

- Apply proportionate safer recruitment processes based on role risk
- Require role descriptions for all volunteer roles
- Undertake references and DBS checks where appropriate
- Ensure individuals involved in recruitment are suitably trained

Detailed procedures are provided in **Volunteer Procedures** and **Safeguarding procedures**.

7. Volunteer Experience and Support

The Trust is committed to providing a high-quality volunteer experience.

We will:

- Provide appropriate induction, training and supervision
- Ensure access to support and guidance
- Promote opportunities for learning and development
- Maintain clear lines of communication

Volunteers will:

- Be treated with respect and dignity
- Have clarity about their role and expectations
- Be supported to contribute effectively

8. Equality, Inclusion and Wellbeing

The Trust is committed to creating an inclusive volunteering environment.

We will:

- Promote equality of opportunity
- Challenge discrimination and inappropriate behaviour
- Support the wellbeing of volunteers and staff
- Make reasonable adjustments where required

9. Health and Safety

The Trust has a duty of care to volunteers.

We will:

- Provide safe working environments, equipment and systems
- Undertake risk assessments
- Provide training and supervision to ensure safe working
- Ensure volunteers understand their responsibilities

10. Safeguarding

The Trust is committed to safeguarding children, young people and adults at risk.

We will:

- Ensure safeguarding is embedded across all volunteering activity
- Provide appropriate training and guidance
- Operate clear reporting processes for concerns
- Work in line with safeguarding legislation and policy

All volunteers must adhere to safeguarding expectations as outlined in the **Safeguarding Policies**.

11. Data Protection and Information Management

The Trust will:

- Handle volunteer data in line with UK GDPR and Data Protection Policy
- Ensure secure storage and appropriate access to information
- Use systems such as Team Kinetic to manage volunteer data.

Refer to [Trust Policies](#) including Data Protection Policy and [Appendix VOL/02 – Team Kinetic Privacy Policy](#) for further information

12. Communication & Implementation

This policy will be:

- Communicated to all staff, volunteers and trustees
- Embedded through induction, training and supervision
- Supported through clear procedures and accessible guidance

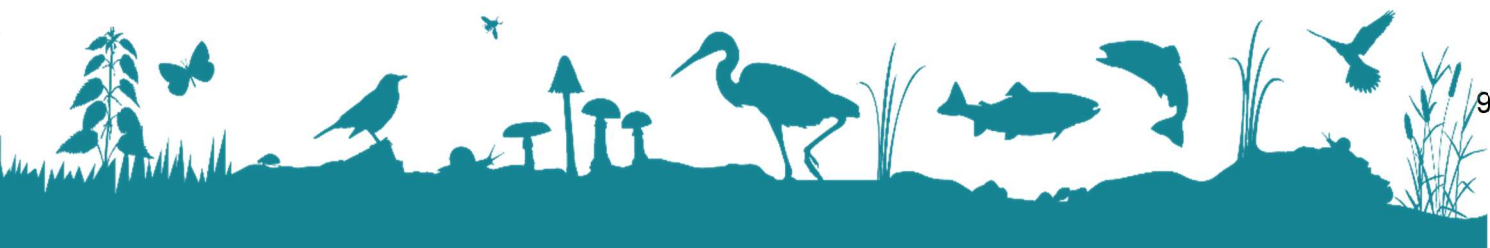
Managers are responsible for ensuring the policy is implemented effectively within their areas.

13. Version control & Approvals

Policy Name:	Volunteer Policy		
Policy Number:	001		
Date Approved:	Dec 2012	Review Frequency:	Annually
Approval Authority:			
Date of Last review:	July 2026	Next Review Due:	July 2028
Author:	Shelley Pattison		
Linked Documents:	This policy should be read in conjunction with the following associated documents: - Safeguarding Children Policy & Procedures - Safeguarding Adults at Risk Policy & Procedures - Health and Safety policy - Data Protection Policy - IT Security Policy - Social Media Policy - Images of People Policy - Equality, Diversity and Inclusion Policy - Complaints Policy - Recruitment and Selection Policy - Recruitment of ex-offenders policy - Equal Opportunities policy - Anti-harassment and bullying policy - Grievance policy - Disciplinary policy - Whistleblowing policy - Trust Vehicle Usage Procedures - Lone working policy		
Forms and Other Links (e.g. hyperlinks for intranet-based storage of forms and documents and / or legislation or other helpful information)			
Version Number	3.0		
Version Control & Revisions			
Version	Date	Author	Comments/modifications
1.0	Dec 2012		
2.0	February 2024	Shelley Pattison	Full policy update
3.0	July 2026	Shelley Pattison	Full policy update

001 Volunteer Procedures

Staffordshire Wildlife Trust



Volunteer Procedures

14. [Volunteer Recruitment Procedure](#)
15. [Volunteer Onboarding and Induction Procedure](#)
16. [Training and Competency Procedure](#)
17. [Volunteer Management Procedure](#)
18. [Volunteer Expenses Procedure](#)
19. [Young Volunteer Procedures](#)
20. [Work Experience Placements Procedures](#)
21. [Managing Concerns Procedures](#)
22. [Transporting Young People and Adults at Risk](#)

Volunteer Appendices

[Appendix VOL/01 – Volunteer Agreement](#)

[Appendix VOL/02 – Team Kinetic Privacy Policy](#)

[Appendix VOL/03 – Volunteer Registration Form](#)

[Appendix VOL/04 - Volunteer Interview Form](#)

[Appendix VOL/05 – Volunteer Reference](#)

[Appendix VOL/06 –Volunteer Induction Checklist](#)

[Appendix VOL/07 – Volunteer Competency Form](#)

[Appendix VOL/08 – Nature Reserves Site Risk Assessment and Volunteer Record](#)

[Appendix VOL/09 – Good Practice Guidance](#)

[Appendix VOL/10 – Young Volunteer/WEXP Enquiry Form](#)

[Appendix VOL/11 – Young Volunteer/WEXP Code of Conduct](#)

[Appendix VOL/12 - Young People/U18 Consent form](#)

[Appendix VOL/13 – Young Volunteer Risk Assessment Form](#)

[Appendix VOL/14 – Volunteer Expenses Claim Form](#)

[Useful Links Page](#)

14. Volunteer Recruitment Procedure

Purpose

To ensure volunteers are recruited safely, fairly and in line with safeguarding and organisational requirements.

Procedure

Role Preparation

- The Volunteer Line Manager must create a **role description** on Team Kinetic before recruitment begins, including:
 - Duties and responsibilities
 - Required skills or experience
 - Location, frequency and level of supervision
 - If a DBS check is required

The line manager is responsible for confirming whether a DBS check (including Safer Recruitment processes) is required before advertising a role.

Advice can be sought from:

- HR
- Safeguarding Team
- Appendix SGA/02 – DBS Checks Guidance

- The Volunteer Line Manager must email volunteers@staffs-wildlife.org.uk to advise draft role description is on Team Kinetic.
 - A Volunteer Lead will check and approve the role description on Team Kinetic
-

Advertising

- All roles must be advertised through Team Kinetic and Trust website unless a clear business reason is agreed with volunteer leads
 - It is the responsibility of the volunteer line manager to request the role be advertised on Trust website (if necessary)
 - Adverts must:
 - Clearly describe the role and expectations
 - Include any safeguarding requirements
 - Be inclusive and accessible
-

Application

- All volunteers must complete an **application process** via Team Kinetic, unless applying via the approved paper-based exception process outlined below.
-

Paper-Based Applications (Exception Process)

- In exceptional circumstances, where a volunteer is **unable or unwilling to use Team Kinetic**, a paper application form may be used.
 - In these cases, the Volunteer Line Manager must:
 - Provide the volunteer with a paper application form
 - Ensure the volunteer has sight of the following documents:
 - [Appendix VOL/01 – Volunteer Agreement](#)
 - Appendix SGA/01 - Safeguarding Code of Conduct
 - Policy 040- Data Protection Policy
 - [Appendix VOL/02- Team Kinetic Privacy Policy](#)
 - Ensure the volunteer confirms they have read and agree to these documents as part of their application
 - Once completed, the Volunteer Line Manager must:
 - Email the completed paper application form, signed volunteer agreement and safeguarding code of conduct to volunteers@staffs-wildlife.org.uk
 - Ensure the form is sent securely and promptly
 - The HR Team will:
 - Upload the volunteer's details onto Team Kinetic
 - Confirm when this has been completed (where required)
 - Securely destroy the original paper forms
 - The Volunteer Line Manager must:
 - Continue the recruitment process in line with this procedure using Team Kinetic
 - Not retain duplicate or unnecessary copies of the application
-

Exception – Affiliated Groups and Work Party Groups

- Some affiliated groups (e.g. Wild About Tamworth) and work party groups may not have direct access to Team Kinetic.
- In these cases:

- Group leaders may retain a **paper copy of the volunteer application form** for operational use
- This must:
 - Contain only essential information required for running the group
 - Be stored securely at all times
- A copy of all application forms must still be provided to the Trust:
 - Group leaders must pass the paper forms to their **named Trust contact**
 - The Trust staff member is responsible for:
 - Sending the forms to volunteers@staffs-wildlife.org.uk who will ensure the volunteer is added and their forms uploaded to Team Kinetic
- This ensures that:
 - All volunteers are recorded centrally
 - Safeguarding and data requirements are met

Selection

- The Volunteer Line Manager must:
 - Review applications fairly and consistently
 - Arrange a discussion/interview where appropriate
- The purpose of the discussion is to:
 - Confirm suitability for the role
 - Explore motivation and expectations
 - Identify any support needs

Additional documents that may aid line managers to identify support for volunteers include:

Appendix SGA/12 – Individual Risk Assessment Form - For Individuals who may have a history of offending or risky behaviour

Appendix SGA/13 – Individual Accessibility Support Assessment Form - For individuals who may need support to volunteer/participate in events on our premises or run by SWT.

Both of which can be found in the **Safeguarding Procedures**

Please also refer to [Recruitment of Ex-Offenders policy](#) for guidance on recruitment of ex-offenders.

Any roles requiring **Safer Recruitment** practices an in-person interview is mandatory.

- The Volunteer Line Manager must:
 - Thoroughly check previous employers on application forms, identify any gaps in work or overseas work. If worked overseas, ensure you get a reference from that employer and from any role where they have worked with young people or adults at risk.
 - Discuss safeguarding face to face with the candidates (interview questions are available on [Safeguarding Share Point page](#))
 - In line with the Safeguarding framework, you should also ask candidates if they have any unspent criminal offences in accordance with the Rehabilitation of Offenders act (Exceptions) order 1975 or (Northern Ireland) 1979.
 - Complete a volunteer interview form ([Appendix VOL/04 – Volunteer Interview Form](#))
 - Send copy of volunteer interview form to volunteers@staffs-wildlife.org.uk so it can be saved on the volunteer's Team Kinetic page

References and Checks

Where volunteers do not need a DBS check, references are not necessary.

- References must be obtained where:
 - The role involves responsibility, risk, or regular activity (ie group leader)
 - Or where safeguarding requires it
- Volunteer Line Managers should request DBS checks using the request form on the Safeguarding page on SharePoint: [Safeguarding Children, Young People & Adults at Risk](#) (for full details see Safeguarding Procedures and Safeguarding Appendix SGA/02)
- Volunteer Line Managers request references from previous employers or other referees using Team Kinetic.
- Volunteer line managers are responsible for checking and approving the references. Training and guidance in how to use Team Kinetic or what to look for can be provided by one of the volunteer leads. [Appendix VOL/05 – Volunteer Reference Form](#) includes an *example* of what is sent out by Team Kinetic
- Where a **DBS check is required**, the volunteer must not begin regulated activity until clearance is confirmed & all other safeguarding requirements have been met (references and training). Refer to Safeguarding Procedures for more details.
- Any disclosure must be reviewed in line with safeguarding procedures. Decisions must be risk-assessed and recorded

Appointment

- A volunteer can only be appointed once:
 - Any required checks are complete (e.g. DBS checks and References)

- Suitability is confirmed
- The outcome of recruitment must be recorded on **Team Kinetic**.
- Volunteer Line Managers must email HR and ask for new volunteers to be invited to the following staff and volunteer induction day

Line Managers must securely dispose of all recruitment documents (paper and digital) once they are no longer needed or have been uploaded to Team Kinetic, unless the Affiliated Groups and Work Party exception applies.

15. Volunteer Onboarding & Induction Procedure

Purpose

To ensure volunteers are safely welcomed, fully prepared, and able to begin their role with a clear understanding of expectations, responsibilities and safe working practices.

Procedure

Pre-Start Requirements

The Volunteer Line Manager must ensure that the following are completed after appointment and before the volunteer begins their role:

- The volunteer has been recorded on Team Kinetic (either directly or via HR for paper applications – see Procedure 14)
 - Any required pre-recruitment checks (e.g. DBS, references) are complete
 - The volunteer has been invited to attend a Trust induction session
-

Welcome and Role Preparation

The Volunteer Line Manager must:

- Contact the volunteer to:
 - Confirm start arrangements
 - Provide key information about their first session
 - Ensure the volunteer knows:
 - How to contact their Volunteer Line Manager or supervisor
 - How to raise questions or concerns
-

Policy and Information Sharing

Before or at induction, the Volunteer Line Manager must ensure the volunteer:

- Has access to, and understands, key policies including:
 - Health and Safety

- Safeguarding
- Equality and inclusion
- Data protection and privacy
- Knows:
 - How to report concerns or incidents
 - Who to contact for support

Refer to [Appendix VOL/06 –Volunteer Induction Checklist](#) OR [HR06a Trust Policies.doc](#) for more detailed lists of policies and procedures that may apply to volunteer roles.

Induction (First Session or Initial Period)

The Volunteer Line Manager must provide a structured induction appropriate to the role, including:

Organisation and Role

- Overview of the Trust and its purpose
- Explanation of the volunteer's role and boundaries
- Introduction to key staff, volunteers, or contacts

Health, Safety and Safeguarding

- Explain:
 - Relevant risk assessments
 - Safe working procedures
 - Emergency arrangements
- Reinforce:
 - Safeguarding responsibilities
 - How to recognise and report concerns

Practical Arrangements

- Show the volunteer:
 - Site layout (if applicable)
 - Facilities (e.g. welfare, first aid)
 - Equipment and tools required for the role
- Demonstrate:
 - Safe use of equipment
 - Any task-specific processes

Working Expectations

Ensure the volunteer understands:

- What they are expected to do
- What they must not do
- Who they report to
- How attendance is recorded (e.g. sign in/out procedures)

An Induction Checklist [Appendix VOL/06 –Volunteer Induction Checklist](#) must be completed for all roles that require Safer Recruitment Practices

Completed forms must be emailed to volunteers@staffs-wildlife.org.uk to be uploaded to Team Kinetic

Training and Readiness

The Volunteer Line Manager must:

- Confirm the volunteer is:
 - Competent to begin agreed tasks
 - Not undertaking any activity they have not been trained for
- Ensure:
 - Any mandatory training is completed or scheduled
 - Additional supervision is in place where needed

Refer to Procedure 16 for further details.

Practical work party leaders should also refer to [Appendix VOL/08 – Nature Reserves Site Risk Assessment and Volunteer Record](#)

Post-Induction Support

Following induction, the Volunteer Line Manager must:

- Provide:
 - Ongoing supervision appropriate to the role
 - Regular communication and feedback
- Monitor:
 - Volunteer wellbeing
 - Any additional support needs
- Address any early issues promptly

16. Training & Competency Procedure

Purpose

To ensure volunteers are trained, supervised and assessed as competent before undertaking activities.

Procedure

Identifying Training Requirements

The Volunteer Line Manager must:

- Review the role description and identify:
 - Any mandatory training requirements
 - Any tasks requiring supervision, competence, or certification
 - Confirm whether the role requires:
 - Safeguarding training
 - Health and safety training
 - Practical or technical skills (e.g. tools, machinery, habitat work)
-

Before Activity Begins

- Volunteers must not undertake any activity unless:
 - They have received appropriate instruction or training, or
 - They are directly supervised by a competent person
 - Volunteers must not carry out higher-risk activities (e.g. tool use, lone working, working with vulnerable groups) until:
 - Training is completed
 - Competence has been observed or confirmed
-

Delivering Training

The Volunteer Line Manager must:

- Provide or arrange:
 - Role-specific training and instruction
 - Demonstrations of safe working practices
 - Access to Trust training sessions where applicable
- Ensure training is:
 - Appropriate to the volunteer's experience

- Delivered before tasks are undertaken (or under supervision where appropriate)

Recording

The Volunteer Line Manager must:

- Record training on Team Kinetic, including:
 - Training completed
 - Dates
 - Any limitations or restrictions

Any certificates can be uploaded to Team Kinetic by the volunteer OR the volunteer line manager can send to volunteers@staffs-wildlife.org.uk for the HR team to upload to Team Kinetic

- Maintain a record of:
 - Any supervision requirements
 - Competencies [Appendix VOL/07 – Volunteer Competency Form](#)

Competency Creation and Storage

Some individual volunteers or groups of volunteers require a competency form to record their skills and training to carry out risky tasks or those with greater responsibility, such as leading work parties or using powered tools.

Volunteer line managers should complete [Appendix VOL/07 – Volunteer Competency Form](#) at induction for each relevant volunteer or update the existing group form where applicable.

Volunteer groups with Group competency forms	Individual Volunteer roles with individual competency forms
Any groups where staff are not present/work party leader is a volunteer	Any individual roles which required Safer Recruitment
	Any individual roles where power tools are used without staff presence (volunteers have own licence/have completed approved training)

- Ensure competency records are saved as follows:
 - **Individual competencies** must be emailed to [volunteers@](mailto:volunteers@staffs-wildlife.org.uk) for upload to Team Kinetic
 - **Group competencies** must be emailed to [compliance@](mailto:compliance@staffs-wildlife.org.uk) for storage in the compliance folder (they will be shared with volunteer line managers once stored securely)
- Volunteer Line Managers must **not retain copies** of competency records once they have been submitted and recorded centrally

Reviewing Competency

- Competency must be reviewed:
 - At least annually
 - When the volunteer changes role
 - When new tasks are introduced

Volunteer line managers should:

- Use [the monitoring check sheet](#) on Health and Safety Share Point page
- Record updates on competency forms
- Record date of annual checks on tab 1 of the [H&S Master Checklist](#)

Guidance on using the monitoring check sheet can be found [here](#)

Where concerns exist about competence, the volunteer must be supervised, retrained, or restricted from activity

17. Volunteer Management Procedure

Purpose

To ensure volunteers are effectively supervised, supported and managed on an ongoing basis.

Procedure

Supervision and Oversight

The Volunteer Line Manager must:

- Ensure each volunteer:
 - Has a named point of contact
 - Knows who is supervising them during activities
 - Provide supervision proportionate to:
 - Role risk
 - Volunteer experience
 - Environment
-

Attendance and Records

- Volunteers must:
 - Sign in and out where required (e.g. for site work, events, work parties)

- The Volunteer Line Manager must:
 - Ensure attendance is recorded on Team Kinetic for monitoring, health and safety and safeguarding purposes
-

Communication and Support

The Volunteer Line Manager must:

- Maintain regular communication, including:
 - Updates
 - Changes to activity
 - Opportunities for involvement
 - Provide:
 - Feedback on performance
 - Opportunities for volunteers to raise concerns
-

Managing Performance and Conduct

Where issues arise, the Volunteer Line Manager must:

- Address concerns early through:
 - Informal discussion
 - Clarification of expectations
 - Provide additional support or supervision where needed
 - Where concerns persist:
 - Seek advice from HR or Volunteer Leads
 - Consider restricting or ending the role if necessary
-

Volunteer Wellbeing

The Volunteer Line Manager must:

- Monitor volunteers for:
 - Signs of distress, fatigue, or difficulty coping
- Adjust activities or support accordingly
- Seek advice from HR, Safeguarding or Volunteer Leads if necessary

Main volunteer enquiry email address: volunteers@staffs-wildlife.org.uk

Designated Safeguarding Lead: Jo Oliviant j.olivant@staffs-wildlife.org.uk

Deputy Designated Safeguarding Lead: Shelley Pattison s.pattison@staffs-wildlife.org.uk

HR Team: hr@staffs-wildlife.org.uk

18. Volunteer Expenses Procedure

Purpose

To ensure volunteers are reimbursed appropriately and consistently.

Guidance Note

The contribution made by our volunteers is invaluable to the work of the Trust, and we are committed to recognising and supporting them appropriately. However, it is important that any recognition does not resemble payment.

There is a clear distinction between reimbursing genuine out-of-pocket expenses and providing payments, rewards, or other benefits in return for volunteering. Any payments beyond actual expenses could:

- Be treated as taxable income
- Create a contractual relationship
- Lead to volunteers being considered workers or employees, with entitlement to employment rights
- Affect a volunteer's state benefit entitlement

This principle also applies to non-monetary benefits such as goods, services, discounts, vouchers, or accommodation. Regular or expected benefits may carry similar risks and are therefore not permitted.

Reimbursement of actual expenses is appropriate and encouraged where costs are:

- Genuinely incurred
- Necessary for the role
- Adequately evidenced
- Compliant with Inland Revenue guidance

Permitted examples include:

- Travel costs (fares or mileage within approved rates)
- Specialist clothing required for the role
- Materials or services needed to carry out volunteering
- Meals taken during volunteering activity

Mileage rates align with staff rates (currently 40p per mile) and will be updated in line with any changes.

Social events and small, unexpected gestures of appreciation are generally acceptable and form an important part of valuing volunteers. These should remain proportionate, with line manager approval recorded to support transparency.

Training that supports the volunteer role is also appropriate. However, it must always be offered without expectation or obligation, to avoid implying a contractual relationship.

For any expenses outside standard categories, agreement should be obtained in advance from the Volunteer Line Manager. Wherever possible, managers are encouraged to reduce the need for volunteers to pay upfront by using internal systems for bookings and purchases.

Procedure

Before Expenses Are Incurred

The Volunteer Line Manager must:

- Clearly explain:
 - What expenses can be claimed
 - Any limits (e.g. mileage rates, travel types)
 - Whether pre-approval is required
 - Set up volunteer with accounts
-

Submitting Expenses

- Volunteers must:
 - Complete [Appendix VOL/14 –Expenses Claim Form](#)
 - Provide receipts or appropriate evidence
-

Approval

The Volunteer Line Manager must:

- Check that claims:
 - Are reasonable
 - Relate directly to volunteering activity
 - Follow Trust guidance
 - Approve or query claims before submission
-

Payment

- Approved claims must be:
 - Processed in line with finance procedures
- Only actual, evidenced costs will be reimbursed

19. Young Volunteer Procedure (8-17 years)

Purpose

To ensure young volunteers are supported safely and appropriately, with clear distinction between:

- Those who must attend with an adult (8–15)
 - Those who may volunteer independently (16–17)
-

Scope

This applies to young people volunteering in roles across the Trust *outside of formal work experience placements*.

Key Principle

- All young volunteers require additional safeguarding measures
 - Young volunteers must be supervised appropriately at all times
 - Communication must always be via **parent/guardian or approved systems**
 - Procedures must protect **both young people and staff**
-

Responsibilities of Volunteer Line Managers

All volunteer line managers who will manage young people must:

- Hold an enhanced DBS check
- Have completed safeguarding training
- Follow:
 - Safeguarding Children Policy
 - [Young People & SWT Risk Assessment](#)
 - This procedure

Additional support is available from the Youth Volunteer Lead: s.rimmer@staffs-wildlife.org.uk

Expression of Interest and Initial Contact

All young volunteers must register via Team Kinetic using parent/guardian contact details.

Enquiries can also be submitted by parents/guardian/teacher/carers using : [Appendix VOL/10 – Young Volunteer/WEXP Enquiry Form](#)

However, if a Young Person Contacts Staff by:

- Email directly, or
- Registers using their own email address on Team Kinetic

The Volunteer Line Manager must respond by:

- Asking the young person to re-register using parent/guardian details via the Team Kinetic messaging system
- Ensure any email response includes the parent/guardian email OR copies in safeguarding@staffs-wildlife.org.uk

Key Safeguarding Rule

Staff must not communicate directly with anyone under 18 outside of Team Kinetic or without visibility from parental or the safeguarding team, unless they are a family member.

Age-Based Pathways

A. Young Volunteers Aged 8–15 (Accompanied)

These young people:

- Must attend with a parent, guardian or approved adult (e.g. teacher/carer)
- Cannot volunteer independently

Requirements

- Young person must be registered on **Team Kinetic** using parent/guardian contact details

The Accompanying Adult:

- Remains responsible for the young person at all times
- Must stay present throughout the activity
- Must ensure the young person:
 - Follows all safety instructions
 - Behaves appropriately

Leader Responsibilities

Volunteer Line Managers must:

- Confirm the accompanying adult is present
- Ensure the wider group is aware of their responsibilities and expected conduct during the session
- Ensure activities are age-appropriate
- Provide a **safety briefing on arrival**

- ✓ No formal onboarding meeting required
 - ✓ No requirement to complete Code of Conduct or Consent Form
-

B. Young Volunteers Aged 16–17 (Independent)

These young people:

- May volunteer independently without a parent/guardian present (where roles permit)
- Must follow full onboarding procedures

Critical Restriction

- Independent young volunteers must only attend sessions led by a Staffordshire Wildlife Trust staff member
 - They must not attend sessions led solely by a volunteer leader (WAT and other groups)
 - They must be supervised at a level appropriate to age & experience
 - They must not work alone or be left in high-risk or isolated environments
-

Recruitment and Onboarding (16–17 Only)

Requirements before starting:

Mandatory Meeting with:

- Young person
- Parent/guardian
- Volunteer Line Manager or Youth Volunteer Lead

This meeting must be used to:

- Establish the young person's motivation, interests and suitability for the role
- Ensure both the young person and their parent/guardian understand:
 - The nature of the volunteering activities
 - Any associated risks (e.g. tools, environments, public interaction)
 - Expected behaviours and responsibilities
- Clearly agree:
 - Supervision arrangements
 - Arrival and departure arrangements (including travel and collection)
- The following documents must be completed and signed during or immediately after this meeting:
 - [Appendix VOL/11 – Young Volunteer/WEXP Code of Conduct](#)
 - [Appendix VOL/12 – Young People/U18 Consent form](#)

Risk Assessment, Supervision and Safety

Young volunteers may:

- Participate in activities with appropriate supervision
- Use tools only when risk assessed and supervised

Young volunteers must not:

- Be left in remote or higher-risk environments
- Work alone
- Supervise others
- Use hazardous equipment unsupervised

A DBS-checked staff supervisor must be present

[Appendix VOL/13 – Young Volunteer Risk Assessment Form](#) must be completed before starting

All young volunteers must receive a health and safety briefing at each session

Arrival and Collection

- Early arrivals are treated as members of the public
- No access to restricted areas

If a young person is being collected:

- Two staff members must remain if collection is delayed
 - After 20 minutes:
 - Contact parent/guardian
 - After a further 40 minutes:
 - Escalate to safeguarding leads
-

Safeguarding

- All young volunteers are considered potentially vulnerable
- Concerns must be reported immediately

Staff must:

- Maintain professional boundaries
- Avoid being alone with young people

20. Work Experience Placements Procedures(14-17 years)

Purpose

To ensure work experience placements are structured, safe and compliant, with clear supervision and learning focus.

Scope

Applies to all time-limited placements arranged through schools, colleges or directly with the Trust.

Key Principles

- Work experience is structured and time-limited
 - Focus is on learning and exposure, not volunteering contribution
 - Placements are coordinated centrally
-

Capacity and Coordination

- Maximum:
 - 2 placements at any one time

- 12 placements per year
- Managed by the Work Placement Supervisor (WPS)

Recruitment and Onboarding

- Student completes : [Appendix VOL/10 – Young Volunteer/WEXP Enquiry Form](#)
- WPS arranges meeting with Student and Parent/guardian
- This meeting must be used to:
 - Establish the young person's motivation, interests and suitability for the role
 - Ensure both the young person and their parent/guardian understand:
 - The nature of the placement activities
 - Any associated risks (e.g. tools, environments, public interaction)
 - Expected behaviours and responsibilities
 - Clearly agree:
 - Supervision arrangements
 - Arrival and departure arrangements (including travel and collection)
- The following documents must be completed and signed during or immediately after this meeting:
 - [Appendix VOL/11 – Young Volunteer/WEXP Code of Conduct](#)
 - [Appendix VOL/12 – Young People/U18 Consent form](#)

Induction and Placement

Day 1

- Induction by WPS using [Appendix VOL/06 –Volunteer Induction Checklist](#)
- Health & safety briefing
- Tool safety instruction

During Placement

- Student participates in:
 - Practical work parties
 - Shadowing opportunities
- Must:
 - Be supervised by a DBS-checked staff member
 - Not be left alone
- May:
 - Travel in Trust vehicles (in line with procedure 22)

- Must not:
 - Be left alone with children
 - Undertake unsupervised or hazardous tasks

Risk Assessment, Supervision and Safety

- A named, DBS-checked supervisor must be assigned for each day of placement
- Staff must account for:
 - Inexperience
 - Learning needs
- Placement-specific risk assessment required [Appendix VOL/13 – Young Volunteer Risk Assessment Form](#)
- Safety briefings must be given before each task as appropriate

Working Hours

- Typically 9:00am – 4:00pm
- Students arrange their own travel
- The Trust is not responsible outside these hours

Arrival and Collection

- Early arrivals are treated as members of the public
- No access to restricted areas

If a young person is being collected:

- Two staff members must remain if collection is delayed
- After 20 minutes:
 - Contact parent/guardian
- After a further 40 minutes:
 - Escalate to safeguarding leads

Safeguarding

- Students are considered vulnerable
- Concerns must be reported immediately

Staff must:

- Maintain professional boundaries
- Ensure students are never in unsupervised or inappropriate situations

21. Managing Concerns Procedures

Managing Concerns Procedure

Purpose

To ensure concerns about volunteers are handled promptly, fairly and safely.

Procedure

Initial Response

- All concerns must be:
 - Taken seriously
 - Acted on promptly
-

Assessment

The Volunteer Line Manager must:

- Identify the nature of the concern, including:
 - Conduct
 - Performance
 - Wellbeing
 - Safeguarding
-

Action

Depending on the concern, the Volunteer Line Manager must:

- Take appropriate action, which may include:
 - Informal discussion with the volunteer
 - Clarifying expectations and boundaries
 - Providing additional supervision or support
 - Arranging further training where required
 - Temporarily restricting duties where necessary
-

Escalation

- Where the concern cannot be resolved informally, or is more serious:
 - The Volunteer Line Manager must seek advice from:
 - HR

- Volunteer Leads
- Senior management
- Further action may include:
 - Formal management processes
 - Removal from specific activities

Safeguarding Concerns

- Where a concern relates to safeguarding:
 - It must be reported **immediately** in line with Safeguarding Procedures
 - The Volunteer Line Manager must **not investigate independently**

Where concerns about a volunteer's conduct in relation to safeguarding meet the appropriate threshold, the Trust will record and report these on the Wildlife Trusts Federation-wide platform, Safer Wild. This enables appropriate information sharing across the Federation.

Recording

- All concerns must be:
 - Accurately and clearly recorded on Team Kinetic and, where appropriate, on incident forms
 - Stored in line with data protection requirements
 - Shared with appropriate colleagues where required

Review

- Concerns and actions taken must be:
 - Reviewed to ensure appropriate outcomes
 - Used to identify any wider risks or learning

22. Transporting Young People and Adults at Risk Procedure

The Trust regularly transports groups of volunteers as part of its activities. It is recognised that some of these larger groups may include adults at risk or young people under 18.

This procedure specifically relates to situations where adults at risk or under 18s are transported individually or in small groups of 1 -2 people and not to larger groups.

There may be occasions where it is necessary for Trust staff to transport one or two volunteers to support delivery of Trust work (for example, when a work party moves between locations or across a large site). In these circumstances, the following policy applies:

Staff and volunteers should avoid providing individual transport to volunteers who are under 18 or adults at risk wherever possible, unless:

- The individual is a family member; or
- The individual is accompanied by a carer, adult family member, or another responsible adult (e.g. teacher or support worker).

Where transport is deemed necessary and the above conditions are not met, adults at risk (and individuals under 18) may only travel with Trust staff if all the following apply:

- The vehicle is Trust-branded;
- The individual(s) travel in rear seats, where the vehicle type allows; and
- There are either:
 - Two or more members of Trust staff present; or
 - One member of Trust staff and at least one additional adult (for adults at risk), or another young person (for those under 18).

When travelling in vehicles, ensure all parties are wearing seatbelts.

Please also refer to the [Trust vehicle procedures](#) document.

Appendix VOL/01 – Volunteer Agreement

Staffordshire Wildlife Trust Volunteer Agreement

Staffordshire Wildlife Trust places volunteer involvement at the heart of its activity, relying on voluntary support for much of what is achieved by the organisation.

The Trust values the contribution of all volunteers, aiming to provide a friendly and welcoming environment to all those who support and assist with its work

Staffordshire Wildlife Trust is committed to:

- Giving you a great experience.
- Ensuring that all volunteers are properly integrated into the SWT structure and that staff, at all levels, work positively with volunteers, actively seeking to involve them in the work of SWT
- Providing you with an induction and training required to undertake the role.
- Ensure you know what to do to stay safe, in accordance with our Health and Safety Policy.
- Providing support throughout your volunteer experience to enable you to enjoy your role and maintain good mental health and wellbeing
- Providing a named person who will be your point of contact whilst volunteering.
- Follow up on any feedback or questions you may have regarding your involvement as a volunteer.
- Doing our best to help you develop your volunteering role with us.
- Being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments.
- Honouring the time commitment you have agreed to give us and not to expect more from you unless offered and agreed.
- The option to claim mileage (role and travel arrangement dependent) at standard mileage rates for vehicles 40p per mile.
- Providing adequate insurance to cover for volunteers whilst undertaking volunteering approved and authorised by us.
- Ensuring that all volunteers are treated fairly and in accordance with our Equality and Diversity Policy.
- Trying to resolve fairly any issues or difficulties you may have.
- Work in accordance to our Safeguarding policy. Demonstrating exemplary behaviour in order to keep children and adults at risk safe.
- Not tolerate any form of abuse or neglect.
- Give equal priority to all individuals and groups accessing our volunteering provision, regardless of their age, disability, gender, race, beliefs, sex, or sexual orientation
- Take all reasonable steps to protect volunteers who take part in our activities or engage with us online

- Provide our staff, volunteers and trustees with the knowledge and tools to guide them how to stay safe and follow the good practice and legal guidance required when working or volunteering for the Trust
- Only ask for and keep records of necessary information about you for our use, which would be destroyed if the volunteer role ever comes to a finish.

I, [] agree to volunteer with Staffordshire Wildlife Trust and am committed to the following:

- Performing my volunteering role to the best of my ability.
- Working as agreed in my volunteer role description.
- Following the organisation's policies and procedures.
- Taking reasonable care for the health and safety of myself and others who may be affected by my acts or omissions during my volunteer work
- Not interfere with deliberately or misuse anything provided, in accordance with health and safety legislation
- Familiarise myself and ask if I'm not sure about what to do stay safe whilst volunteering.
- Maintaining the confidential information of the organisation.
- Meeting time and other commitments as agreed, but when unable to do so to give reasonable notice so that other arrangements can be made.
- Providing references and to agree to checks, (if required for the role).
- Return any loaned equipment/clothing/ID badge when ending my volunteering.

For volunteers whose role involves volunteer line management or group leadership (strike through if not applicable to your role)

As a volunteer manager or group leader I agree to:

- Recruit and onboard volunteers using safer recruitment methods, as detailed in procedures of this policy and adhering to the data protection policy
- Support volunteers to complete all necessary paperwork including registration forms and use of Team Kinetic
- Provide initial "in the role" inductions and training, including provision and explanation of volunteer agreement and all paperwork required for role as detailed in procedures of this policy
- Provide safety talks and work based instruction, including provision or explanation of risk assessments, policies and procedures relevant to area of work as detailed in procedures of this policy
- Manage volunteers and ensure they continue to follow SWT policy, procedures and volunteer agreement.
- Record volunteer training on competencies and track expiry dates of essential training (ie First aid and PuWER) and ensure required training is maintained
- Provide volunteers with support, signposting if necessary, to enable them to enjoy and carry out their role

- Know who to speak to if you have any concerns regarding your volunteer, their wellbeing, conduct or work
- Advise Volunteer leads when a volunteer leaves the Trust
- Track, acknowledge and celebrate long service achievements on behalf of Trust

This agreement is not intended to be a legally binding contract between us and may be stopped at any time by either party.

Signed:

Volunteer Name:

Volunteer Line Manager Name:

Date:

Appendix VOL/02 – Team Kinetic Privacy Policy

Our privacy policy

1. Who are we?

“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”

A registered charity established in 1969, we are one of 46 Wildlife Trusts throughout the UK and are supported by over 19,000 members.

The Trust owns or manages 46 nature reserves covering an area of over 5,000 acres. Our 130 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into five departments:

Resources; People Engagement; Conservation Delivery; Fundraising, Communication and Membership; Commercial.

The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers, catering, retail and administration.

In addition, we have the trading company which looks after the trading side of our business. This includes a café at The Wolseley Centre, charity shops, an online shop and a shop in the Wolseley Centre.

2. Our commitment to your privacy

We are committed to keeping the personal details of our members and supporters safe. This policy explains how and why we use your personal data, to ensure that you remain informed and in control of your information.

Any references to Staffordshire Wildlife Trust, the Trust, or to ‘we’ or ‘us’ refer to:

Staffordshire Wildlife Trust. We are a registered charity in England and Wales, and our registered charity number is 259558.

Staffordshire Wildlife Trading Limited, our charitable trading company; (registered company number 03387233. The company is a wholly owned subsidiary of Staffordshire Wildlife Trust, which trades only to raise funds for our charitable organisation.

We use three key definitions to describe people mentioned in this policy. These are definitions used by the Information Commissioner’s Office (ICO), the UK’s independent body set up to uphold information rights (www.ico.org.uk)

‘Data subject’: this is you. As the data subject, we respect your right to control your data.

‘Data controller’: this is us, Staffordshire Wildlife Trust. We determine why and how your personal data is used (as outlined in this policy).

‘Data processor’: this is a person, or organisation, who processes your data on our behalf, or at our discretion. Staffordshire Wildlife Trust takes full responsibility for what they do.

When we work with other organisations or individuals in this way, we always set up a written contract with them to protect your data. The third parties we work with at no point ‘own’ your data, so you will never hear from them independently and they will always delete your data from their systems when they have

completed the task in hand. We always send your data to partner organisations securely, to minimise the risk of it being intercepted by unknown individuals and/or organisations.

We will never sell your personal data.

Should you wish to find out more about the information we hold about you, or about our privacy policy, please contact us:

Chief Executive

Telephone: 01889 880100

Email: info@staffs-wildlife.org.uk

The Wolseley Centre, Wolseley Bridge, Stafford, ST17 0WT

Our office hours are Monday – Friday, 9am – 5pm.

3. Why do we collect your personal data?

We use your personal data to keep in touch with you.

We will only ever collect, store and use your personal data when we have an identified purpose and reason to do so. The ICO refers to this as a 'lawful basis'. Further information about why we collect your personal data is outlined below.

a) To administer your Staffordshire Wildlife Trust membership

We collect your personal data to administer your membership, which may involve:

- sending you your membership welcome pack, welcome letter and membership card when you first join us
- processing your Direct Debit subscription payments, if you have set this donation process up with us
- sending you your membership renewal letter or email
- getting in touch should there ever be any issues processing your subscription payment
- sending you information about any changes to your Direct Debit subscription payments, if you have set this donation process up with us

The ICO define the lawful basis for processing your data for these purposes as 'contractual'.

b) To send you items purchased from our online shop, details about your event bookings and/or fundraising activities

We collect your personal data to send you:

- items you have purchased from our online shop
- information about events you have booked onto
- fundraising activities you may be taking part in

The ICO define the lawful basis for processing your data for these purposes as 'contractual'.

c) To send you information about our work and ask for your opinion

We also collect your personal data so that we can send you information about our work that we feel will be of interest to you. This includes membership magazines, fundraising, appeals, events, campaigning opportunities, membership services, products, newsletter requests, feedback, competitions and other activities, as well as information about other carefully selected organisations that we work in partnership with. From time-to-time, we may also use your personal data to ask for your opinion about our work.

This information is in addition to that outlined in sections a) and b) and is defined as 'direct marketing' by the ICO.

Joint and family membership

If you are a 'joint' or a 'family' member of our Wildlife Trust, we will address communications to all those listed on your membership. If you wish to update this at any point, please let us know.

Gift membership

If your Wildlife Trust membership was purchased as a gift, we will use the address provided by the purchaser by to send you information about our work in the post. This will include a 'renewal letter', which we will send you when your membership is due to expire, to see if you would like to continue supporting our charity.

When your membership has ended

Unless we hear from you directly, we will continue to send you information about our work after your membership has ended. This is just in case your support was cancelled accidentally, by for example changing your bank account details, and you wish to update your details with us.

Your personal data also helps us to get to know you better and to develop a 'profile' of you on our secure supporter database. This 'profile' enables us to send you the information listed above in a timely and relevant way, to suit you. For example, keeping track of the donations you make to our organisation helps us to send you information about fundraising appeals that we believe you would like to hear about.

We also use your data to analyse and refine our campaigning, advertising and other operations to increase our effectiveness, and allow us to refine our audiences to make sure the adverts you're seeing are relevant to you. This process could include uploading data to various advertising platforms that the Staffordshire Wildlife Trust uses.

We may use your data when using social media advertising platform advertising tools, to further ensure that our advertising campaigns are as effective as possible, making sure our budget is used effectively and that the ads that you see are relevant to you. This means we can target based on specific characteristics and interests. We collect the data from campaigns, adverts, posts and interactions with our website and social platforms.

Processing this information may also help us to evaluate how we are performing in terms of our charitable objectives. Doing this enables us to track and keep you updated about how we are caring for wildlife and wild places, and inspiring and empowering people to take action for nature.

As defined by the ICO, we use two different lawful bases for processing your data for 'direct marketing' purposes:

Legitimate interest

This is where we have identified a genuine and legitimate reason for contacting you, which crucially does not override your rights or interests

We use legitimate interest to send you the information listed above by **email**, post or **telephone** (if you are *not* registered with the [Telephone Preference Service](#), and you have given us your telephone number).

Opt-in consent

This is where you have given us express permission to contact you by particular communication channels.

We use opt-in consent to send you the information listed above by **email**, **text message** (SMS) or **telephone** (if you *are* registered with the [Telephone Preference Service](#))

We respect your right to update the way we get in touch with you about our work at any time.

d) To enable you to volunteer with us

If you are a Staffordshire Wildlife Trust volunteer, we collect your personal data so that we can keep in touch with you about:

changes to planned volunteer work programmes that you may be taking part in
the positive impact you have on our work, by sharing our internal newsletter
dedicated volunteer thank-you events
Staffordshire Wildlife Trust news, activities and appeals.

As defined by the ICO, the lawful basis for processing your data for these purposes is 'contractual' (where administering your volunteer record) and 'legitimate interest' (when sending you information about our work).

4. What kind of personal data do we collect? How do we collect it?

a) Basic information

We will collect basic information about you, including your name, postal address, telephone number, email address and your bank details if you are supporting us financially

Most of the time, we collect this data from you directly. This will be either in person, over the telephone, in writing or through an email. Occasionally we obtain information, such as your telephone number or other contact details, from external sources (*only where you have given permission for such information to be shared*).

b) Getting to know you better

We also collect information about you that helps us to get to know you better. This may include:

information about your wildlife interests, which you tell us through our Membership Surveys
records of donations you've made towards fundraising appeals
your preferences of how you would like us to contact you
ways you've helped us through volunteering your time
records of events you've attended, or campaigns or activities that you've been involved in

Sometimes we will collect other information about you such as your date of birth, gender and ethnicity. When we do so, we will be very clear as to why we are collecting such information, and we will only do so with your specific consent and permission. We may use this anonymised data to better understand our audience and help with our EDI monitoring.

Another way in which we collect personal data to get to know you better is through our website. Our website uses 'cookies' to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us:

Make our website work as you'd expect
Remember your settings during and between visits
Improve the speed/security of the site
Allow you to share pages with social networks like Facebook
Continuously improve our website for you

For more information on our use of cookies, please see our Cookies Policy

We may also collect demographic and consumption data generated through geodemographic tools (such as CACI Acorn), as well as information related to your wealth. This may include information from public registers and other publicly available sources such as Companies House, newspapers, magazines and social media platforms. This helps us to identify individuals who may be able and willing to support us with a significant gift, and to make informed decisions about who we approach and ensures we use our resources effectively.

We may use third-party tools and services to help us with this research and to update or enrich the data we hold. We always ensure that any data we use is publicly available or has been provided to us with appropriate consent.

If you do not wish your data to be collected in any of these ways, or have questions about them, please contact us.

Chief Executive

Telephone: 01889 880100

Email: info@staffs-wildlife.org.uk

The Wolseley Centre, Wolseley Bridge, Stafford, ST17 0WT

Our office hours are Monday – Friday, 9am – 5pm.

c) Sensitive personal data

We do not normally collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation) about supporters and members. However, there are some situations where this will occur.

When we do so, we will be very clear as to why we are collecting such information, and we will only do so with your specific consent and permission. In these situations, we collect the data from you directly. There are limited cases where permission is not required for processing special category data.

If you are a volunteer then we may collect extra information about you, for example:

references

criminal records checks

details of emergency contacts

medical conditions.

We may also collect sensitive personal data if you have an accident on one of our reserves. This information will be retained for legal reasons, for safeguarding purposes and to protect us (including in the event of an insurance or legal claim). If this does occur, we'll take extra care to ensure your privacy rights are protected.

d) Children and young people

In line with data protection law, if we receive any information through any data collection channel that indicates an individual is under 13 years old age, we will not store or process that individual's personal details, unless we have the express permission from your parent or guardian to do so.

If we have the permission of your parent or guardian, and you are a Wildlife Watch member, we will capture your date of birth at the point of joining. This is so that we can send you information that we feel is suitable to your age.

For further information, please see our Safeguarding and Young People policy.

5. How do we store your data?

a) Security

All of the personal data we process is processed by our staff in the UK. However, for the purposes of IT hosting and maintenance your information may be situated outside of the European Economic Area (EEA). This will be done in accordance with guidance issued by the Information Commissioner's Office.

Electronic data and databases are stored on secure computer systems, and we control who has access to information (using both physical and electronic means). Our staff receive data protection training, and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

b) Payment security

All electronic Staffordshire Wildlife Trust forms that request financial data will use the Secure Sockets Layer (SSL) protocol to encrypt the data between your browser and our servers.

If you use a credit card to donate, purchase a membership or purchase something online we will pass your credit card details securely to our payment provider (Stripe; PayPal). Other payment methods (e.g. ApplePay) are handled in a similar manner.

Staffordshire Wildlife Trust complies with the payment card industry data security standard (PCI-DSS) published by the PCI Security Standards Council, and will never store card details.

Of course, we cannot guarantee the security of your home computer or the internet, and any online communications (e.g. information provided by email or our website) are at the user's own risk.

c) Data retention policy

We will only use and store information for as long as it is required for the purposes it was collected for. We continually review what information we hold, and delete what is no longer required.

We would also like to state that only those who have authorisation within Staffordshire Wildlife Trust have access to your personal data and all staff are trained in data protection and are compliant in making sure that this is used in the correct manner. Those who have access to personal data will do so only for the necessary tasks and will handle this data in the safest way possible. We will never use your data for anything other than what is stated within our privacy policy.??

d) CCTV

Some of our premises have CCTV and you may be recorded when you visit them. CCTV is there to help provide security and to protect both you and Staffordshire Wildlife Trust. CCTV will only be viewed when necessary (e.g. to detect or prevent crime) and footage is only stored temporarily. Unless it is flagged for review CCTV will be recorded over.

Staffordshire Wildlife Trust complies with the Information Commissioner's Office CCTV Code of Practice, and we put up notices, so you know when CCTV is in use.

6. Your rights

We respect your right to control your data. Your rights include:

The right to be informed

This privacy notice outlines how we capture, store and use your data. If you have any questions about any elements of this policy, please contact us.

The right of access

If you wish to obtain a record of the personal data we hold about you, through a [Subject Access Request](#), we will respond within one month.

The right to rectification

If we have captured information about you that is inaccurate or incomplete, we will update it.

The right to erase

You can ask us to remove or randomise your personal details from our records.

The right to restrict processing

You can ask us to stop using your personal data.

The right to data portability

You can ask to obtain your personal data from us for your own purposes.

The right to object

You can ask to be excluded from marketing activity.

Rights in relation to automated decision making and profiling

We respect your right not to be subject to a decision that is based on automated processing.

For more information on your individual rights, please see the [Information Commissioner's Office](#).

7. Making a complaint

Staffordshire Wildlife Trust want to exceed your expectation in everything we do. However, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

We manage this through our Customer Voice Policy. This is Staffordshire Wildlife Trust's approach to listening to the people we connect with. We consider compliments, consultations, surveys, communication, meetings, stories, concerns and complaints to all form a part of Customer Voice. These may be communicated in any form, including verbally in person or by telephone and in writing by letter or email and may be concerning any area of our work. We are committed to fostering open communication with our community to enhance our services, address concerns, and celebrate successes.??

We recognise that responding, recording and reflecting on our Customer Voice can help us to deliver our mission and achieve our vision. It is an important way to get to know the people we connect with, to understand their needs and how we can improve our services and support them. It can also help us to diversify the people we connect with, inspire new work and support funding applications and contracted work.?

This is why we are always very grateful to hear from people who are willing to take the time to help us improve. Complaints should ideally be made in writing via info@staffs-wildlife.org.uk or to a member of management directly.

Our policy is:

To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.

To make sure everyone in our organisation knows what to do if a complaint is received.

To make sure all complaints are investigated fairly and in a timely way.

To make sure that complaints are, wherever possible, resolved and that relationships are repaired.

To learn from complaints and feedback to help us to improve what we do.

Confidentiality

All complaint information will be handled sensitively, in line with relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Julian Woolford, Chief Executive.

Information Commissioner's Office

For further assistance with complaints regarding your data, please contact the Information Commissioner's Office, whose remit covers the UK.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

8. Sharing data

We will never sell your personal data. When sharing your data with us, if you have opted-in to receive further contact, we may get in touch with information about our partners, or third-party products and services, but these communications will always come from Staffordshire Wildlife Trust.

In some circumstances where we are using subcontractors or suppliers, we may share your personal data so that they can carry out their contractual services. For example, if you order something from a Wildlife Trust shop that uses a third-party delivery company, your name and address will be shared with them.

Occasionally, where we partner with other organisations, we may also share information with them (for example our Wild About Gardens campaign which is a partnership campaign with The RHS).

The Wildlife Trusts federation

We are one of 46 individual charities that work closely together in a federated structure through our membership of The Royal Society of Wildlife Trusts, a memorandum of co-operation and a collective strategic direction. The Wildlife Trust federation also includes a range of subsidiaries, wholly owned by either an individual or group of Wildlife Trusts. Whilst operating collectively within a federated structure, it is recognised that each party is an independent organisation. To aid our collaboration as a federation, we sometimes share data with each other for the purposes listed below. At all times we follow the principle of data minimisation as set out in UK GDPR and where possible or appropriate will anonymise or pseudonymise data before it is shared.

The following broad purposes have been identified for data sharing and processing:

to support education, training, community building, health & wellbeing, and the supporter experience.

to facilitate shared business services, measure benchmarking & KPIs that demonstrate our impact, facilitate safeguarding and ensure compliance with shared policies.

to support local, national and international campaigns and conservation research.

Data sharing across The Wildlife Trusts federation is governed by a comprehensive collective Data Sharing, Processing and Joint Controllership Agreement.

9. Leaving our website

We are not responsible for the privacy practices or the content of any other websites linked to our website. If you have followed a link from this website to another website, you may be supplying information to a third party.

10. Get in touch

Should you wish to find out more about the information we hold about you, or about our privacy policy, please contact us:

Chief Executive

Telephone: 01889 880100

Email: info@staffs-wildlife.org.uk

The Wolseley Centre, Wolseley Bridge, Stafford, ST17 0WT

Our office hours are Monday – Friday, 9am – 5pm.

Volunteer Registration Form

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Your details will be held on the Staffordshire Wildlife Trust database Team Kinetic and will be used for the purpose of supporting you as a volunteer. We promise never to sell or swap your details.

You can opt out at any time in future by emailing us at volunteers@staffs-wildlife.org.uk or by logging onto Team Kinetic and deleting your account.

Photography/videography Consent -To be completed by individual(s) over the age of 18.
(No under 18s to be photographed)

We may use your image (photograph or film) for advertising or awareness campaigns on TV, websites, social media or printed products.

I hereby grant Staffordshire Wildlife Trust, the Royal Society of Wildlife Trusts (RSWT) and any affiliated UK Wildlife Trusts via the internal image library 'WildNet' the right to use the photograph(s) and/or video of me, and any reproductions or adaptations of the photograph(s) / video for all general purposes in relation to the work of The Wildlife Trusts including, without limitation, the right to use them in any publicity materials (including online), books, newspapers and magazine articles whenever any of the aforementioned bodies or their affiliated project partners chooses to do so. These photograph(s) / video will not be used for any third-party commercial purposes without prior consent.

Name (Please print)..... Signature.....

Some volunteer roles require a photograph **ID badge** to be worn. If this is required for your role we will need to take your photograph in order to create the badge. Consent for this image to be taken can be signed for separately here.

Name (Please print)..... Signature.....

No longer want your image to be used? At any time you can change your mind about whether to consent to images if yourself being used by us, please email volunteers@staffs-wildlife.org.uk.

I confirm that I have read and understood our [Safeguarding Code of Conduct](#).

I confirm that I have read and understood our [SWT Volunteer Agreement](#).

I confirm that I have read and understood our [SWT Data Protection Policy](#)

I understand and agree to these details and my activity as a volunteer to be held on a volunteer data base, Team Kinetic, for the purpose of supporting you as a volunteer, and confirm I have understood the above policies:

Signed..... **Date**.....

Appendix VOL/04- Volunteer Interview Form

	Question	Notes	Rating out of 5 (5=high)	Total score
1	What interested you in this volunteer position and what skills can you bring to the role?	Welcome and warm up		
2	Please describe the experience/skills you have relevant to this role			
3	Please outline the key health and safety issues that should be considered when volunteering in this leadership role	<i>FA, safeguarding, lone working, adverse weather & adequately dressed, emergency procedures, members of the public/dogs/other users, mob phone, accessibility, site visits, RAs, welfare, behaviour of group</i>		
4	Can you tell us about a time you have had to deal with a difficult situation with another volunteer or member of the public? or if there is no example, what would you do in that situation?	<i>Should consider H&S, using initiative/assertiveness.....</i>		
5	Safeguarding questions – to be included in interviews for ALL roles where a DBS check will be required Staffordshire Wildlife Trust are committed to keeping children, young people and adults at risk safe.	<i>Looking for:</i> <i>Recognition of actions, observations or language that could signify a safeguarding issue, specific to working with families/adults at risk/children/members of public.</i> <i>[delete as appropriate]</i>		

Question	Notes	Rating out of 5 (5=high)	Total score
Without compromising confidentiality, can you tell us about a time when you had safeguarding concerns when working with families/adults at risk/children/members of public. <i>[delete as appropriate]</i>, and what actions you took? [If has no examples] What things might alert you to the fact that there may be a safeguarding issue when working with families/adults at risk/children/members of public. <i>[delete as appropriate]</i>? If you had a concern, what action would you take? How have you supported a safeguarding and child protection culture in a previous organisation?	<i>i.e. communication issues, aggressive language or physical behaviour between family members, observation or evidence of physical abuse, bullying, neglect</i> <i>Appropriate action taken or lesson learnt</i> <i>i.e. emergency action taken if required, communicating with line manager or DSL, forms completed, referring to local safeguarding service or the police in an appropriate way. Communicating to the people involved in an appropriate way, not asking direct questions, not promising to keep secrets, not accusing</i> <i>Speaking up if have concerns, ensuring matters are followed up, taking action as appropriate.</i> <i>Role modelling good practice in keeping children safe</i> <i>being an advocate for children - ensuring children have a voice are shown respect,</i>		

Interviewer's name.....

Copies of *all* interviewers form to be sent to volunteers@staffs-wildlife.org.uk to be saved onto the volunteers' profile on Team Kinetic

Appendix VOL/05 – Volunteer Reference

*This form is an **example** of what is sent out by Team Kinetic. **It should not be used as a hard copy to request references unless explicit permission is given by one of the volunteer leads.***

REFERENCE REQUEST – Volunteer position

Your name has been provided as a referee for the candidate detailed on the form below who has applied for a volunteer position with the Trust which will require a DBS check

It would be appreciated if you would kindly complete the brief questionnaire as soon as possible as we also need referees to comment on this person's suitability to work with potentially vulnerable people, including children and adults at risk.

Thank you for your help in this matter.

Name of Candidate:

Post Applied for:

- How long have you known this person ? Include dates if possible
- In what capacity/relationship have you known this person?
- Are you aware of any concerns about their conduct, judgment, or boundaries when working with children or adults at risk?

Have you, or anyone you know, ever had cause for disquiet about this person's general behaviour or judgement? YES/NO

If yes, please would you say why this was.

You are invited to add any other comments you wish in respect of this person's ability to carry out the responsibilities of this post:

Signed:

Print name:

Date:

Organisation:

Position in organisation:

Appendix VOL/06 –Volunteer Induction Checklist

This information is included in formal volunteer inductions. We keep this relatively informal

Volunteer Name		Start Date	
Manager Name		Role Name	

Before start date		
What	Who	Tick
Registered on Team Kinetic	Volunteer	
Signed Volunteer agreement and code of safeguarding conduct	Volunteer	
Face to face interview carried out (for all roles which require DBS check)	Line manager	
Interview form sent to volunteers@	Line manager	
Interview form saved on volunteer's profile on Team Kinetic	HR team	
Does role require DBS check/references/mandatory training completion?	Line manager to get advice from safeguarding leads/HR if unsure All group leaders (who will lead without SWT staff present) and roles working with groups of children or adults at risk will require DBS checks, references and mandatory training completion	

Induction			
What	Guidance for Inductor	When	Tick
Welcome from line manager Details about the role Line managers contact details	Thank you for volunteering with us Who does the volunteer report to, when are they volunteering, details about what their task is going to be	Day 1	
Who SWT are and what we want to do Trust structure	We were established in 1969, more info: https://www.staffs-wildlife.org.uk/what-we-do/about-us Share SWT's vision page and suggest volunteers look at the online strategy document: https://www.staffs-wildlife.org.uk/what-we-do/about-us/our-vision https://www.staffs-wildlife.org.uk/what-we-do/about-us/our-people Explain about departments and structure (Trustees, SLT, team) be sure to convey the info that we have a charity and a charitable limited trading company	Day 1	
How we are funded	Touch on Members, short term funding, and long term funding and income from events, consultancy work, appeals, sponsorship, legacies and trading	Day 1	
RSWT	Explain the Federation of wildlife trusts	Day 1	



Share contact details for SWT safeguarding leads, HR & mental health first aiders/champions	Ensure volunteers know who to contact if they have any concerns or want to speak to someone who isn't their line manager Explain where to find and contact HR. Make sure they have volunteers@staffs-wildlife.org.uk	Day 1	
Where to find volunteer policy and other useful info	Staffordshire Wildlife Trust promoting and developing volunteering in your area. A TeamKinetic powered website - resources page SWT Policies Staffordshire Wildlife Trust	Day 1	
Introduction/Tour of building/site Kitchen/brew kit/toileting Introductions to relevant staff and volunteers		Day 1	
Expenses – how to claim		Day 1	
H&S basics - - Fire assembly point - First aid box and accident book - Risk assessments - Signing in/out - PPE/dress code - Tools talks - Welfare and safeguarding oneself and each other - Code of conduct/behaviour expectations - Smoking/vaping policy - Lunch/tea breaks - Use of personal mobile - Use of internet/SWT resources - Parking - Travelling in trust/personal vehicles - Recycling/waste		Day 1	
Will the volunteer be driving Trust vehicles?	a) New starter to complete check form via https://www.gov.uk/view-driving-licence Send to HR to complete checks b) HR12 HR12 Memo Business Insurance.docx Send signed copy to volunteers@staffs-wildlife.org.uk for HR to add to volunteer's Team Kinetic profile	Day 1	
Competency completed (if appropriate)	In resources area on Team Kinetic, volunteer Share Point & volunteer policy appendices Send copy to volunteers@staffs-wildlife.org.uk for HR to add to volunteers Team Kinetic profile	Start day 1, but keep as working document updated annually	

Will the volunteer need to be First Aid trained? If they are already qualified, get a copy of their certificate	LM to email healthandsafety@staffs-wildlife.org.uk to add to waiting list Send certificate to volunteers@staffs-wildlife.org.uk for HR to add to volunteers Team Kinetic profile	Week 1	
HR16 HR16 workstation checklist.pdf	Only for those in onsite roles, and remote desk based roles Send copy to volunteers@staffs-wildlife.org.uk for HR to add to volunteers Team Kinetic profile	Week 1	
HR17 HR17 HSE Manual Handling Training.pdf	Required for some roles and not others Send copy to volunteers@staffs-wildlife.org.uk for HR to add to volunteers Team Kinetic profile	Week 1	
Lone Working procedures (if applicable)	LM to discuss necessity with volunteer and agree procedures specific to them, in line with trust policy. Confirm by email sent from Team Kinetic, so is attached to volunteer record . Any documents to be sent to volunteers@staffs-wildlife.org.uk for HR to add to volunteers Team Kinetic profile	Week 1	
Trust policies · Health and Safety Policy Manual No. 22 · Equality, Diversity and Inclusion Policy No. 011 · Anti-harassment and Bullying No. 012 · Grievance Policy No. 013 · Social Media Policy No. 44 · Whistle Blowing Policy No. 016 · Data Protection Policy No. 40 · Safeguarding Children & Young People Policy No. 20 · Safeguarding Adults at Risk of Abuse & Neglect Policy No. 21	Volunteer read/manager explain appropriate ones Volunteer to sign and send this receipt HR06a Trust Policies.doc to volunteers@staffs-wildlife.org.uk for HR to add to volunteers Team Kinetic profile	Week 1	
Book a date to check-in	This should be 4 to 6 weeks after the volunteer starts and is as simple as 'how are you finding the role? Is it what you expected?' This gives you the opportunity to get very easy quick feedback and also serves as a natural point to address any concerns you've seen during induction.		



Will the volunteer be a group leader or hold a role with a DBS requirement? Safeguarding Children training Safeguarding Adults training GDPR training Data Security training	Request training from healthandsafety@staffs-wildlife.org.uk Completion certificate to be sent to volunteers@staffs-wildlife.org.uk for HR to add to volunteers Team Kinetic profile		
References received and confirmed	HR to confirm to line manager once confirmed and add to volunteers Team Kinetic profile		
DBS Process	Line manager request DBS check using request form on Safeguarding SharePoint Page HR to advise line manager once completed and add DBS number and date to volunteers Team Kinetic profile		
Recommended: Inclusivity Training	All staff who manage volunteers are required to maintain their knowledge and understanding of the importance of equality, diversity and inclusion. There is an excellent provision on wildnet on the RSWT EDI page under EDI video training library and EDI Bitesize Video Library As a minimum, all Volunteer Line Managers and Work Party leaders should watch back the following recordings from the Bitesize Video Library: • What is Equality, Diversity & Inclusion? • What are Protected Characteristics? • Volunteer Recruitment • Inclusive Onboarding In addition, from the Video Training Library: • Implicit (Unconscious) Bias		

Appendix VOL/07 – Volunteer Competency Form

H&S Competencies: this replaces any previous process for recording competencies and line management monitoring - review every 12 months or if role changes significantly	
Date of review MM/YY:	Volunteer Name:
Manager Name:	
Fire	Answer
Aware of their duties in the event of a fire, including introductory talks and emergency evacuation procedures for meetings and school visits.	
Assessed as competent to leave the building by the most direct safe route, ensuring that anyone I am responsible for leaves with me, and make our way to the fire assembly point to await instruction.	
To sound the fire alarm and follow above evacuation procedures upon discovering a fire.	
Assessed as competent to have fires on sites, supervise, train and assess the suitability of others to do so.	
Does the postholder have any additional duties e.g fire rep?	
Health, Hygiene & Welfare	Answer
Familiar with all hygiene and welfare facilities at their contracted site	
Introduced to Trust policies relating to equal opportunities and personal/professional issues.	
Aware of relevant Risk Assessments relating to HHW if working on reserves	
Aware of available welfare facilities or arrangements if working on reserves	
Has access to required HHW PPE if working on reserves	
Home/Lone Working	Answer
Assessed as competent to risk assess the implications of lone working under any circumstances	
Assessed as competent to undertake lone working in accordance with the lone working section of The Trust's Health & Safety policy	
Is the postholder likely to undertake any other activities (other than administrations) e.g. do they use a workshop at home	
Is the postholder competent in using the Lone Working system if required by their role?	
Control of Substances Hazardous to Health (CoSHH)	Answer
Aware of CoSHH regulations and how it relates to your area of work	
Aware of how to add or check if substances come under CoSHH and how to refer to Material Safety Data Sheets (NSDS) for guidance on things like storage, disposal, use etc.	
Risk Assessment	Answer
Assessed as competent to undertake formal and informal risk assessments for any tasks or activities, not including those involving fuelled power tools.	

Competent to generate and assess risk assessments, commensurate with their own role	
Provision and Use of Equipment	Answer
Assessed as competent to assess and purchase any products or tools after the relevant risk assessment has been completed where necessary	
Assessed as competent to use all hand tools, alone and while leading work/volunteer groups	
Assessed as competent to use electric and woodworking power tools	
Assessed as competent to use petrol powered equipment	
Assessed as competent to show others how to use all hand tools, alone and while leading work/volunteer groups	
Assessed as competent to show others how to use electric and woodworking power tools	
Assessed as competent to show others how to use petrol powered equipment	
Assessed as competent to maintain all hand tools	
Assessed as competent to maintain electric and woodworking power tools within standard procedures	
Assessed as competent to maintain petrol powered equipment	
Assessed as competent to use ladders	
Assessed as competent to maintain ladders	
Assessed as competent to instruct others in the use of ladders	
Assessed as competent to use throwlines	
Assessed as competent to maintain throwlines	
Assessed as competent to instruct others in the use of throwlines.	
Assessed as competent to erect the Starshades and supervise others doing so.	
The Workplace	Answer
Assessed as competent to undertake and follow relevant workplace health and safety assessments	
Assessed as competent to act as Health & Safety Representative for designated area(s) in accordance with the workplace section of the Health & Safety Policy	
Manual Handling	Answer
Assessed as competent to undertake and follow manual handling assessment for themselves commensurate with role.	
Assessed as competent to instruct and assess others in safe manual handling techniques.	
Contractors	Answer
Assessed as competent to work with contractors to create, monitor and record safe systems of work for small and medium sized contracts (as a guide <£5k in value and low risk and where only a single contractor is appointed).	
Assessed as competent to work with contractors to create, monitor and record safe systems of work for large or complex contracts (as a guide > £5k, or smaller contracts where the activity carries a high risk e.g. several contractors/sub-contractors involved).	

Assessed as competent to work with contractors to create, monitor and record safe systems of work where delivery of the contract involves work with children and vulnerable adults.	
Competent to understand when CDM regulations apply.	
Competent to oversee contracts which fall within the CDM regulations.	
Assessed as competent to induct and train staff in the Trust's contract management system.	
Violence at Work	Answer
Not expected to deal with violence as a routine element of work.	
Expected to deal with conflicts with people as an occasional element of work.	
Expected to deal with conflicts with people as a routine element of work.	
Competent to assess and take action to minimise the risks of encountering violence at work, particularly when lone working, handling cash etc	
Competent to instruct others in how to deal with violence at work	
Received suitable training, appropriate to the level of risk, in dealing with violence at work	
Accident & Near Misses	Answer
Assessed as competent to record and investigate accident and near miss incidents.	
First Aid	Answer
Type of first aid certificate held:	
Expiry date:	
Considered appropriate for the type of activities required as part of role?	
Vehicles	Answer
Full driving licence	
Satisfy the eyesight and other health requirements of the Highway Code and DVLA.	
Not taking medicine that might impair judgement.	
Minibus	
Trailer	
4x4	
Quad bike	
Tractor	
Other (specify)	
Safeguarding	Answer
Level 1 Safeguarding Children - E-Learning	
Level 1 Safeguarding Adults at Risk - E-Learning	

Assessed as competent to lead activities for accompanied children and/or vulnerable adults.	
DBS check not required for role.	
Basic DBS check completed.	
Enhanced DBS check completed.	
Enhanced checks with children's and/or adults' barred DBS check completed.	
Training	Answer
Cyber Security Awareness – e-learning	
GDPR UK Essentials	

Appendix VOL/08 – Nature Reserves Site Risk Assessment and Volunteer Record

Date	
Nature Reserve Name	
Location of task	
Parking / Access point – Post code/what3words/grid reference	
Task	
Site specific risks	
Generic Risk Assessments	
Controls	
Group Leader Contact details	
Emergency Contact - SWT member of staff - alternative contact details	
Mobile Coverage	
Nearest Hospital	

1. Make sure site and task risk assessments are made apparent
2. Make sure all relevant risk assessments are understood and adhered to
3. Make sure you always take a mobile phone with you and check it is charged
4. Make sure you are aware of the nearest A&E (all vehicles contain a list)
5. Check first aid and welfare boxes should be checked monthly
6. Make sure all users of power tools and herbicides have the appropriate PPE and training
7. Make sure the group knows where mobile is and where the vehicle keys are
8. Ensure vehicles are facing the exit when parked
9. Make sure everyone knows where the first aid and defib are and who the first aiders are
10. Make sure correct PPE is worn
11. Use warning signs when working near to the public
12. If an accident occurs always report it to your line manager and report it in the accident book. Near misses must also be reported.

VOLUNTEER RECORD

Notes:

Please sign to confirm you understand the task and have read the risk assessment(s)

Volunteer Name	Signature	Will you be in next week? Y/N

Appendix VOL/09 – Good Practice Guidance

Why do people volunteer...and why don't they?

Before working with volunteers you should always consider the answer to these questions. It will make you a better line manager if you take the time to consider what people hope to gain from volunteering and also any barriers that may prevent them from starting or carrying on.

Some Motivations:

- Personal interest/experience
- Gain new skills
- Use skills/expertise
- Health
- A 'way in'
- Keeping active
- Social
- Being asked...

Barriers to volunteering

- Will I fit in?
- I don't have time
- I can't afford to
- I don't know anything about wildlife
- I've never been asked
- What if I can't do the work?
- I can't get there...

Planning for Volunteer Involvement

Taking the time to plan will make it a better experience for all involved and more likely to be beneficial to the Trust.

Why plan?

- Vols feel loved and wanted
- Anticipate problems

- Manage risk
- Identify/gather resources
- Use resources efficiently
- Avoid wasting effort
- Focus on critical factors
- Identify changes needed

Planning for volunteers

- What are the needs of the organisation?
- Including volunteers in work plans
- Budgeting for the costs of involving volunteers
- Fundraising to meet costs
- Staff/volunteer relations
- Recruitment
- Volunteering development...

Recruiting

Before you ask the Trust volunteer officers to recruit for volunteer roles, it is important you consider :

- What do you want volunteers to do?
- Why is it important?
- What is involved?
- What skills/abilities are needed?
- When/how often?
- Where?
- What are the benefits?

It is also important you consider the value of diversity and the wealth of skills, knowledge and perspective that having a workforce of people from a variety of backgrounds and experiences can bring.

Diversity

Before you recruit, ask yourself: are you ready to:

- include everyone
- ...value every person
- ...respect ourselves and others
- ...celebrate 'difference'

Designing a recruitment message

While you may not be the person who is actively recruiting volunteers, because at the Trust that responsibility sits with the volunteer officers, you are still the best placed person to design the recruitment

message because you know what you need from a volunteer and what they can gain from offering their time to you. Just remember to consider:

- Who is your audience?
 - Be specific! i.e. young people, people with a special skill, people from a particular local area...
- Method – what & where?
 - Written/verbal/visual? Where will people come across it? In the media? Can other organisations promote it for you? Do you need to target certain areas/places/groups?
- What will you say about the role?
 - Keep it simple! Refer to your role description
- Why get involved? What are the benefits? What's in it for them?
- What should people do if they're interested? Who do they contact?
- Are you ready to respond? Do your colleagues know these roles are being advertised?

Managing volunteers

Workable policies and training on dealing with complaints, concerns, challenging behaviour, working alone / in risky situations.

Keeping records, ensuring appropriate training.

Appropriate support and supervision.

Ensure they feel valued.

Appendix VOL/10 – Young Volunteer/WEXP Enquiry Form

Thank you for your interest in a volunteering/ Work Experience Placement at Staffordshire Wildlife Trust.

In order for us to deal with your request efficiently please fill out the following form and return it no later than one month before the start date of your volunteering/ Work Experience Placement. We may not be able to accept your request otherwise. The form is to be filled out by the individual seeking volunteering/ Work Experience Placement experience only. Please attach the completed form to an email and return to s.rimmer@staffs-wildlife.org.uk

About you

Name

Email address

Telephone number

Are you over the age of 18?

Date of birth

About your Volunteering/ Work Experience

Please state whether you are seeking volunteering/ work experience through an institution such as a school or college, or making your enquiry independently.

Is

your volunteering/ work experience a compulsory part of a course or programme?

Contact

details of the tutor overseeing volunteering/ work experience within your institution

Please indicate the duration of

your desired volunteering/ work experience

From

Until

Please disclose any criminal conviction you have that is not spent under the Rehabilitation of Offenders Act 1974. This is unlikely to affect your capacity to volunteer

Date of Conviction	Description

The information you give here will help us to ensure that the activities you take part in will not put you at risk. Do you have any difficulties with (Please fill box if **YES**):

- | | |
|--|-------------------------------|
| ☐ ☐ Lifting and carrying | Walking over uneven ground |
| ☐ ☐ Walking long distances | Hearing |
| ☐ ☐ Working pollen rich environments | Following verbal instructions |
| ☐ Controlled use of hand tools | |

If you have answered 'Yes' to any of the above, please give details:

Is your Tetanus vaccination up to date (delete as appropriate)? **YES / NO**

Are there any other impairments and/or do you carry any medication we should know about in the event of an emergency (ie epilepsy, diabetes, asthma, depression, autism etc)?

Please briefly explain why you would like to volunteer at Staffordshire Wildlife Trust.

Please briefly describe yourself. You can talk about your strengths, interests and academic pursuits.

Thank you for filling in this form.

We will be in touch in regards your volunteering/work experience within two weeks of receiving your application. If you have not heard from us within this time, please contact Shaun Rimmer s.rimmer@staffs-wildlife.org.uk

Appendix VOL/11 – Young Volunteer/WEXP Code of Conduct

Code of Conduct for Placement / U18 Volunteers

As the individual attending the work experience placement I agree to arriving on time and reporting any absence to Shaun Rimmer 01889 880100 s.rimmer@staffs-wildlife.org.uk

2. Our staff are dedicated to providing a relaxed and enjoyable session to all participants. If a child or young person's behaviour puts themselves or others at risk, they will be asked to stop the behaviour; however, if the behaviour continues, the leader will contact the parent/carer to intervene. We expect children/young people to follow rules and boundaries set out in the agreement below, and act accordingly. We will not tolerate bullying of any kind. All participants will be given careful, thorough advice and guidance by our qualified leaders. This enables everyone to safely enjoy all of the fantastic opportunities we have available.
3. I understand that I am responsible for arranging my transport to and from Staffordshire Wildlife Trust. If I am early SWT staff can take responsibility for you no early than 9am without prior arrangements.
4. I understand that SWT will not take any responsibility for the placement/U18 volunteer after 4pm.
5. I understand that I am required to inform SWT staff how I am going home after each sessions so SWT staff know whether parents are picking me up or if I am driving/walking home or getting public transport.
6. I am aware that the majority of my placement/volunteering experience will take place outside and I will therefore need to dress appropriately.
7. I am also aware that my placement/volunteering experience will involve physical exertion and the likelihood of getting muddy and wet.
8. I confirm that I have provided Staffordshire Wildlife Trust with all information that could affect my ability to complete my work experience placement/volunteering experience.
9. I understand that the disclosure of such information is confidential and that Staffordshire Wildlife Trust will do everything reasonably practicable to accommodate me.

I confirm that I have read and understood this document and therefore agree to the terms of my placement/volunteering experience.

Name of placement holder/volunteer

Date.....

Name of parent/carer/tutor (if placement holder/volunteer is under the age of 18)

.....

Date.....

Staffordshire Wildlife Trust staff

Date.....

Appendix VOL/12 – U18 Consent form

Participant Registration and Consent Form

Consent for young people participating in activities organised and delivered by Staffordshire Wildlife Trust. This form needs to be completed by the parents/carers of children and young people under 18 unless they are living independently. If living independently or over 18 the young person can sign the form themselves, however, this does not guarantee them a place on the activity or event, workers judgements and additional information will be taken into account when deciding on places.

Description of activities	Activity: Volunteering/Work Experience Placement with SWT Location - Induction: Staffordshire Wildlife Trust The Wolseley Centre ST17 0WT Practical Tasks: Education Activities Date /Time: June 2024 <u>Monday:</u> Site Tour and Tools talk - Shaun Rimmer, Work Placement Supervisor (WPS) - 9.30am-4pm, Supporting People Engagement Team <u>Tuesday:</u> Wolseley Centre Practical Conservation-, Wolseley Warden 9.30am-4pm <u>Wednesday:</u> Midweek Volunteers Workparty – Lucy O’Toole, Reserves Officer 9.30am-4pm <u>Thursday :</u> Midweek Volunteers Workparty – Lucy O’Toole, Reserves Officer 9.30am-4pm <u>Friday:</u> Supporting People Engagement Team 9.30am-4pm IMPORTANT – PLEASE RETURN THIS FORM TO Shaun Rimmer Staffordshire Wildlife Trust The Wolseley Centre Stafford

	ST17 OWT
	Shaun Rimmer 01889 880100 / 07772080254

Please follow the notes below - they explain what to do and in some cases why we are asking for this information.

Please make sure your parent or guardian completes the declarations in sections E and F.

1. A: Personal Information

Forename(s)	
Surname	
Date of Birth	
Address	

B: Additional Information

1. Dietary Requirements, this should include details of any food allergies and details of particular dietary needs, including religious food needs.

2. Medical Requirements, this should include details of medical conditions, medication taken and any non-food related allergies.

3. Religious Requirements, this should be used to give details of particular religious needs, not identified in the dietary section.

4. Additional Requirements, this should be used at the discretion of the individual to include any additional information that might be helpful for leaders

C: Doctors name and surgery details

Doctors name	
Address and phone number of surgery	

D: Emergency contact person, (parent/guardian/next of kin) during event/activities

Name	
Home Address	
Contact telephone numbers (home, work and mobile)	

E: Transport

When travelling in vehicles, ensure all parties are wearing seatbelts, and wherever possible, the young persons are travelling in the rear seats, or with a bag on the seat between the staff/volunteer and the child. Children should only travel in SWT branded cars, **never** staff or volunteers private vehicles.

We will never have an under 18 in a car with one member of staff according to our current policy.

I give permission for my child to travel in Trust vehicles with staff members who have been checked by the DBS (Disclosure and Barring Service).

Signed	
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All participants (including parents/guardians in attendance) must sign a code of conduct at the meeting with SWT staff to confirm their adherence to Staffordshire Wildlife Trust's safeguarding policies and

procedures. To learn more about this and other policies, you can visit our website: <https://www.staffs-wildlife.org.uk/our-policies>.

F: Declaration

I agree to my son/daughter taking part in the activities/events described above and receiving medication as instructed and any emergency dental, medical or surgical treatment, including anaesthetic or blood transfusion, as considered necessary by the medical authorities present.

If you are over 18 or living independently please tick this box.

☐

I understand the extent and limitations of the insurance cover provided.

Print name and sign	
Relationship to participant	
Date	

Appendix VOL/13 – Young Volunteer Risk Assessment Form

Appendix 10: Young Person Risk Assessment Form

Young Person Risk Assessment Form

Please complete this risk assessment form consulting with the young person, and others (referee, support staff, parents) where needed. Any actions required should be clearly noted and shared with other Trust staff responsible for the activities the assessment applies to. The assessment will form part of the young person's file when on a Trust programme and should be referred to and updated throughout the programme as required.

Young person: _____

Date _____

Assessor: _____

Start Date: _____

- 1. Provide details of the areas to be assessed (e.g. mental health, offending background, medication, alcohol, drugs, challenging behaviour, violent behaviour, disability) Please include any details provided by referral agencies which need to be considered**

- 2. Give details of programme activities which pose specific risk to the young person or may impact on others due to the risk/specific need identified (e.g. 1-2-1 support)**

3. **Does the young person's General Practitioner (GP) need to be consulted about their individual needs? Yes /No**

If **Yes** details of the programme and activities should be provided to the young person and or parent/guardians to enable them to consult their GP.

- | 4. Has the young person's been consulted about their individual needs? | Yes/No | If |
|---|---------------|-----------|
| Yes please provide any details | | |

- | 5. If the young person is under the age of 16 have parents or guardians been consulted on what support or management needs the young person may require? | Yes /No | If |
|---|----------------|-----------|
| Yes please provide any details | | |

Appendix VOL/14 – Volunteer Expenses Claim Form

The volunteer expenses claim form can be found here: [Volunteer Expense Claim Form.xlsx](#)

PLEASE DOWNLOAD A COPY TO EDIT. DO NOT ENTER YOUR DETAILS ONTO THE FORM ON THE LINK

PDF copies can also be found in this folder on Share Point: [001 Volunteer Policy](#)

Useful Links Page

Policy Awareness Form Link - [HR06a Trust Policies.doc](#)

Business Use of Vehicles Memo Link - [HR12 Memo Business Insurance.docx](#)

[Appendix SGA/12 – Individual Risk Assessment Form](#)

[Appendix SGA/13 – Individual Accessibility Support Assessment Form](#)

[Safeguarding Share Point Page](#)

[Policies Page](#)

[RA page](#)

[Safeguarding Out-of-Hours Contacts](#)