



**Rainbow  
House**

Rehabilitation, Education & Fun

# VOLUNTEER HANDBOOK

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**Rainbow House is the trading name of The Legacy Rainbow House**

The Legacy Rainbow House is a company limited by guarantee registered in England and Wales, registered office address: Salt Pit Lane, Mawdesley, Nr Ormskirk, L40 2QX, registered company number: 6725399; and a charity registered in England and Wales, registered charity number: 1127498

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This handbook is designed to let you know how Rainbow House Volunteer Programme works and to give you the information which will support you in your volunteer role.

If you need any additional information, please let us know.

We hope you find your volunteering enjoyable and rewarding.

- To provide a thorough induction into your volunteer role and the organisation.
- To understand your role and what training you will need to meet the responsibilities of this role.
- All volunteers will receive appropriate training which is relevant to their volunteer role. It is important for all volunteers to attend and understand the training provided as this will be essential to your role at the event or activity. If you have any issues regarding training needs please contact your Volunteer Link Person.
- To do our best in offering training to help you develop your Volunteering role and experience.
- All staff within the organisation will provide general support to all volunteers.
- Volunteer data will be held securely, and not transferred to a third party without your permission.
- To be partnered with a member of Rainbow House Staff who will be your named Volunteer Link Person.

## Volunteers Code of Practice

- As a volunteer you bring the highest standards to your volunteering to work with openness, honesty, sensitivity and dignity in all your volunteering assignments.
- To be punctual, polite, respectful and courteous at all times.
- To attend briefing sessions/induction sessions before each specific volunteering assignment if appropriate, and to abide by the briefing directives and guidelines.
- Ask questions if you are not sure what is expected of you.
- If you are unable to attend inform your Volunteer Link Person in good time.
- To work in a responsible and helpful manner.
- To be dressed appropriately for the work you are doing.
- You do not take drugs or alcohol to a placement, or work under the influence of drugs or alcohol during your placement.
- To participate in general feedback sessions and meetings.

## Will volunteering affect my benefits?

If you are unemployed your benefits will not be affected by any voluntary work you do as long as you are still available to work.

People are allowed to volunteer while claiming benefits, there are some guidelines and rules which claimants should be aware of. Some of these rules are general and others relate specifically to a certain type of benefit. Please check with your Benefits Advisor, also refer to: <http://www.dwp.gov.uk>

## Claiming Expenses

Volunteers out of pocket expenses (such as train and bus fares) will be reimbursed on the production of receipts and completion of the expenses form. We will provide:

- We will reimburse up to £3.50 per day for your lunch when you volunteer for more than 5 hours per day.
- We will (where pre-agreed) provide 45p per mile for mileage claims.
- We will reimburse (where pre agreed) public transport costs

Please see the expense form at the back of the handbook which must be completed to obtain expenses. **Expenses must be no more than 30 days from the date claiming.** If you have any queries about what can or cannot be claimed, always check with your Volunteer Link Person

## Gifts

Rainbow House does not accept gifts for support services provided which can be viewed as payment and, therefore, could have a tax implication for the volunteer. However, donations to the organisation are acceptable and all donations must be referred immediately to your Volunteer Link Person.

## Boundaries

Clear boundaries are important for the organisation's reputation and the safety of all its staff, volunteers and service users. Therefore all volunteers are required to ensure that personal information is not shared with service users, and volunteering remains within the boundaries of the agreed volunteering role.

## Data protection, confidentiality and the media

### All volunteers can expect:

- To abide by the Data Protection Act 1998, which requires all your personal data to be handled according to the government's statement of the principles of good information handling.
- To abide by Rainbow House Social Media Guidelines/Restrictions.
- Volunteers will be required to sign the Organisation Confidentiality Information Form
- Cameras and mobile phones are not allowed where there are children and/or vulnerable adults, such appliances will be kept in safe location whilst you are volunteering.

## Inappropriate volunteer behaviour

### Volunteers are:

- Not to sell, distribute or consume alcohol, illegal drugs or any substances that may affect your performance or behaviour when working.
- Not to be involved in harassment, discrimination and victimisation of staff, other volunteers, or members of the public.
- Not to be involved in threatened or actual assault or theft.

### If volunteers are involved in any of the above, they can expect:

- Rainbow House to carry out a fair and open review of the incident. This will include an invitation to the volunteer to describe the incident and any mitigating factors.
- After a careful review, Rainbow House may decide to terminate its agreement with the volunteer concerned, and that decision will be final.

## Disclosure & Barring Service

\* The Disclosure and Barring Service (DBS) replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

From time to time there will be opportunities to take part in projects that involve vulnerable people, especially children. Volunteers who wish to be involved in these projects may require a Disclosure and Barring Service check (or a DBS check). DBS's aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society. Details of the process will be provided if required.

## Health and Safety

Rainbow House is committed to volunteering taking place in safe and healthy work conditions. We consider your health and safety to be prime importance.

What we do to keep you safe:

- Carry out risk assessments on projects where you volunteer.
- Ensure projects on which you volunteer have a health and safety policy, insurance policies including public liability, which covers employees and volunteers in all work locations.
- Volunteers are given an induction about health and safety and the necessary information, instruction and training to ensure the safe performance of work activities.

## Equal Opportunities

- Rainbow House is committed to Equal Opportunities and therefore oppose discrimination on the grounds of age, race, gender, religion, sexual orientation, disability or health problems, marital status, employment status, class, education, social, environment of physical location.
- Rainbow House is committed to a course of action to make this equal opportunities policy effective and expect any person involved with the project to respect and adhere to this policy in every aspect of their work.

## What to do if you have an accident

- Report any accident to your Volunteer Link Person immediately.
- Complete the accident / injury form within your handbook

If you feel unwell, inform your Volunteer Link person, please do not just leave the building.

- At the back of this handbook you will find an accident/incident report form. This form is to be used as soon as possible to capture any information as soon as an event occurs.

## What to do if you have a complaint

- If possible, discuss the matter with the person that supports you in your volunteer role.
- If you do not wish to discuss it with supervisors, you should contact the Charity Manager who will investigate the matter in confidence and try to resolve it to your satisfaction.

## Volunteer Recognition

Each volunteer will be given support from a Volunteer Link Person. Group supervision is offered for all the specific roles. For example: therapist volunteers will meet for an update on procedures and to flag up any issues or ideas they may have.

All volunteers are offered a yearly review. This is not compulsory but is an ideal opportunity for volunteers to discuss their role in the centre and any training needs required.

We offer an 'open door' policy and encourage volunteers to discuss any queries or address any problems at any time. If you don't feel you can approach the Volunteer Link Person or the Charity Manager then the Chief Executive is available for you to speak with.

## Safeguarding Children and Adults at Risk of Harm

Rainbow House is committed to providing mandatory safeguarding training and awareness raising of related policies and procedures as part of our staff and volunteer inductions. It is important all staff and volunteers delivering services and support through Rainbow House related projects are competent in being able to recognise, respond, and report concerns about the welfare of children or adults at risk of harm, and that we play an active role in responding to concerns as part of our duty of care by coordinating support for vulnerable people (children and adults).

### 1. Safeguarding Training & Support for Volunteers:

Training, as well as ongoing support to achieve effective approaches to safeguarding will be coordinated by coordinators of volunteer projects as part of project inductions.

Safeguarding Children and Safeguarding Adults at Risk of harm training is mandatory for all Rainbow House staff and volunteers. The minimum competencies required are that staff and volunteers will be able to:

- Recognise abuse including: physical, sexual, emotional, neglect, financial, discriminatory or institutional
- Know how to react and respond should there be concerns
- Know who to report concerns to and how to get support

### 2. What to do if you have a safeguarding concern:

Where there are any concerns about the welfare of children or adults, or any of our procedures relating to safeguarding, these should be discussed immediately with the Manager of your project who will provide appropriate support and supervision.

Should you not be able to speak to the project manager about these concerns please contact the Charity Manager, Hayley Scholes.

**Volunteers should not investigate concerns but should share this information with the appropriate manager, so that appropriate support and responses can be coordinated**

If:

- There is an emergency please do not delay in contacting the appropriate emergency services (Police/Ambulance/Fire Service) on 999
- You believe the concern you have discussed with Rainbow House has not been acted on appropriately and you still have concerns then please refer your concern to the police or relevant social services team.

## Evaluation / Feedback

We appreciate feedback either on an informal or formal basis using the evaluation form in the handbook. Any feedback can only help to improve the service we provide.

From time to time we may conduct a volunteer survey which we would appreciate all volunteers complete as your views will shape the future of the project.

It is important that we record the reasons why our volunteers leave the organisation so that we can ensure all our volunteers have received a good experience of volunteering. Therefore if your volunteering does come to an end please complete the Volunteer exit form

## Contact details and other information

Chief Executive	Carole Cochrane	<a href="mailto:c.cochrane@thelegacy-rainbowhouse.com">c.cochrane@thelegacy-rainbowhouse.com</a>
Head of Fundraising	Lyndsay Fahey	<a href="mailto:l.fahey@thelegacy-rainbowhouse.com">l.fahey@thelegacy-rainbowhouse.com</a>
Head of Operations	Hayley Scholes	<a href="mailto:h.scholes@thelegacy-rainbowhouse.com">h.scholes@thelegacy-rainbowhouse.com</a>
Finance Manager	Karen Gee	<a href="mailto:k.gee@thelegacy-rainbowhouse.com">k.gee@thelegacy-rainbowhouse.com</a>



### Appendix I: Volunteer Expenses Form

This form must be completed and returned within 30 days of the first date of expense. If expenses forms are received after the 30 days then we will be unable to guarantee payment. Receipts are not required for petrol or diesel; however original receipts are required for all other expenses claimed. Please ensure all expenses are reasonable and the most cost effective means are used. If you have any questions relating to this form please contact the Finance Manager, Karen Gee - k.gee@thelegacy-rainbowhouse.com

Date	Purpose of Expense	Type of transport (Bus, Train, Car)	Mileage to and from (45p mile)	Food & Drink Expenses	Receipts attached	Amount to be claimed
EXAMPLE 02/04/2015	Therapy session	Car	10 miles	no	no	£4.50

**Final Total (£)**

**Details of Payment to:**

Name .....

Address.....

Signature of Volunteer.....

Date.....

Signature of Volunteer Link Person.....

Date.....



Volunteer Exit Form

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Name: ..... Telephone no: .....

Address: .....

..... Postcode: .....

Volunteering Role: .....

Date started: ..... Date left: .....

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Rainbow House is keen to improve the way we work with volunteers. This questionnaire is designed to help us in this process. It is important that you are as honest as possible – we want to learn from our successes and failures.

Please indicate your main reason for leaving:

- Family/caring commitments
- I cannot give the time commitment anymore
- I have found paid employment
- I did not like the task I was doing
- I did not feel my time was well used
- I was not made to feel welcome
- Other (please give details below): .....

Please comment on other aspects of our volunteer programme including: adequate training for your Volunteering Role, properly appreciated/recognised by the organisation received updated information

.....  
.....  
Would you volunteer for us again?

Yes  No  Don't know

What did you like best about volunteering with us?

.....  
.....  
What did you like least about volunteering with us?

.....  
.....  
Would you recommend Rainbow House to others wishing to volunteer?

Yes  No

What suggestion or changes would you recommend in the way we work with volunteers?

.....  
.....  
Overall how would you rate your volunteering experience with Rainbow House?

Excellent  Good  Average  Disappointing

Thank you for taking time to complete this questionnaire.

Please return it to: Rainbow House, Salt Pit Lane, Mawdesley, Lancashire, L40 2QX

Accident / Incident Report Form

This form should be used by Volunteers in the instance of an accident or reportable incident. If more than one person is involved in accident / incident then a separate form should be completed for each individual

Name of Individual: ..... Age: .....

Home address: .....

..... Postcode: .....

Date: ..... Time: .....

Location of incident ; .....

Description of the incident: .....

.....

Action Taken:

.....

.....

Consultation with Senior Managers/Volunteer Link Person - Please provide details.:

.....

.....

Your name and position and contact details: .....

.....

Reporting Staff Signature: ..... Date form completed: .....



Additional Support Worker/ Person Notes and Actions:

Support Person's Signature: .....

Date form completed: .....

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Additional Support Worker/ Person Notes and Actions:

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Support Person's Signature: .....

Date: .....

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