

Volunteer's Handbook

Your Volunteer's Handbook

Welcome onboard!

This is your guide to volunteering with the Canal & River Trust. It will complement your induction and any training you receive and is designed to sit alongside your Volunteer Development Record and other useful documents such as your Role Description. We hope you find it a useful tool whilst volunteering with us.

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Welcome

Welcome to the Canal & River Trust

In an increasingly fast -paced world, the canals and rivers that we look after offer tranquil places for people to escape to and interact with nature and history. Looking after a 2,000 mile, 200 years-old network with its enormous amount of bridges, towpaths, aqueducts, docks and reservoirs is not something we can do alone.

We are very fortunate to have so many committed volunteers who give us their time, enthusiasm and skills and I'm delighted you've chosen to join them.

I know from personal experience that for volunteering to be successful both parties must feel the benefit. The volunteer needs to feel his or her contribution is valued and the recipient needs to feel the contribution is valuable. This needs commitment from both sides.

I assure you we are committed to making your volunteer time with us valuable, enjoyable and productive. You will have the opportunity to meet new people, see new places, learn new skills and above all help us look after this country's amazing network of waterways.

I very much look forward to seeing you around the waterways so that I can personally thank you for giving your time to the Canal & River Trust.

Simon Salem

Marketing & Fundraising Director

About the Canal & River Trust

The Canal & River Trust is one of the UK's newest charities, having been created in July 2012 as the successor to British Waterways. As guardian to 2,000 miles of historic inland waterways we are also one of the largest charities.

We believe that our canals and rivers are a national treasure and a local haven for people and wildlife.

It's our job to care for this wonderful legacy – holding it in trust for the nation in perpetuity.

On a practical level we have responsibility for canals, rivers and reservoirs that are enjoyed by 10 million people every year – along with historic buildings, archives, two attractions and three museums.

Our vision

Living waterways transform places and enrich lives

Our mission

To inspire people to connect with canals and rivers. We will do this by:

- **Caring** – we care passionately for our waterways and the people who use and look after them, always striving to keep them safe and secure.
- **Open** – we believe in being open and honest as we can in dealings with others.
- **Local** – we believe in local solutions, empowering local people and working together.
- **Involvement** – we embrace the involvement of a diverse range of people and third parties in the Trust, building effective partnerships.
- **Excellence** – we constantly strive for excellence in all we do, to function efficiently, effectively and sustainably.

Volunteers and the Canal & River Trust

Volunteers do a huge amount for the waterways.

Many canals are still around because of volunteers' efforts to campaign and carry out practical work to conserve them since the 1950s. The Canal & River Trust aims to work closely with volunteers in a wide variety of ways. You are part of a growing army of volunteers within the Trust, helping conserve the waterways of the past for the future.

Thank You

Facts about the Canal & River Trust

2,000 miles of historic canals, rivers, reservoirs and docks

Half the population lives within five miles of a Trust waterway

1,000 wildlife conservation sites

1,569 locks

3,112 bridges

74 reservoirs

50 scheduled monuments

Over 35,000 licensed boats on the network

10 million visitors making 330 million visits a year

65 Sites of Special Scientific Interest (SSSIs)

53 tunnels

370 aqueducts

The Trust is the third largest owner of Listed structures

in the UK with 2,727 Listed buildings

The Importance of Volunteering

Our aim is to offer and support a wide range of high quality volunteering opportunities, either through partner volunteer groups or directly recruited volunteers. We aim to increase involvement in our waterways by people who live and work around them to increase awareness and their sense of ownership of them. (Canal & River Trust Volunteering Standard).

Volunteering has been a vital part of British Waterways and The Waterways Trust's success in the past 50 years. Your commitment and enthusiasm has helped us to continue caring for the waterways Volunteers and the Canal & River Trust.

What you can get out of it

As a volunteer with the Canal & River Trust you will be making a massive contribution to the organisation, often carrying out activities we would otherwise not be able to do. You will be working alongside other volunteers and Trust employees, rather than displacing or taking away work from

employees, a commitment highlighted in our Use of Volunteers Agreement.

It's important to us that you benefit from volunteering. It will give you the opportunity to do something new and different, but also;

- you raise your existing skill base and acquire new skills
- volunteering helps you to keep active, fit and motivated
- you can gain satisfaction from making a contribution to a national asset
- you gain invaluable experience, great for your CV and employment prospects
- you will receive out of pocket expenses (see page 12 of this Handbook)
- you will get credit and thanks for your work

Volunteers' Contribution

From April 2013 to March 2014, volunteers have contributed over 51,000 days of their time – valued at over £5.9 million! The growth since 2008 has been massive when volunteers

contributed nearly 8,000 volunteer days' worth at least £400,000.

In 2013/2014, 53% of volunteer contribution was in practical tasks, 10% in planning & management, 3% in interpretation and promotion, 5% in recording and monitoring and 24% in customer service. This shows our diverse nature working with volunteers in all departments. We have many partner volunteer groups who we work closely with, including wildlife trusts, community groups and canal societies.

As you can see, volunteer contribution is a large and important part of the Canal & River Trust. Together we have been involved in a huge number of activities, projects and events.

Here are some examples:

- Individual volunteers have also contributed towards important documentation to aid the Trust and other volunteers. For example, this Volunteer's Handbook and other leaflets such

as 'Volunteers Working Safely' have been developed by a volunteer.

Without volunteers, we would not be where we are today.

Testimonials

I had wanted to do something about the state of the canal in my area for a while when a colleague of mine told me about a group who already cleaned a stretch of the canal locally. I met Katie Jackson from the Trust and we discussed how I could set up a canal clean-up group of my own.

Adopting a stretch of the canal really appealed to me as I wanted to show that I was serious and committed to cleaning the canal and doing something in my local area. Sadly some people don't take young people seriously but I am determined.

I put leaflets and posters in shops, community centres and around my local area to appeal for local residents to volunteer. As the group has become more established, word of mouth has gained more volunteers and a few newspaper articles have brought volunteers along. I currently have about 10 regular volunteers and up to 25 volunteers during the summer months.

I enjoy how residents, canal users and passers-by comment on the great job we're doing. I like walking up and down through our stretch to get to work and seeing how it has improved since we have been doing our work, it gives me a real sense of pride and community spirit.

I thoroughly enjoy volunteering with the Canal & River Trust and I would strongly recommend it to others!

Amy Irwin

Cookson Canal Action Team Volunteer

I'm volunteering with the Canal and River Trust full time for 9 months as a placement year between my 2nd and 3rd years of

studying Biology at the University of Leeds. My role as environmental assistant is incredibly varied: one day I can be at my desk working on an energy management system, the next I can be carrying out a tree survey on a site in Chester and the next can see me attending a conference about hormone disruption in fish. Every day is different but it's all really enjoyable.

My favourite day so far was when I was carrying out a site visit with the ecologist looking for the invasive species Pennywort in the water and we found a giant puffball mushroom! It was huge, bigger than a football and edible so I could take some home for my tea.

I love volunteering for the Trust, as the role is so varied and there are always new challenges and things to learn.

Who wouldn't love getting to spend time out on our beautiful canals!

Siobhan Walshe

Volunteer Environmental Assistant in the North East Environment Team

A couple of years ago I was looking for something to do which both got me out and about and contributed something to society. So I turned up at a Canal & River Towpath Taskforce event in London. I thoroughly enjoyed it and have been volunteering ever since.

For me it has been a very rewarding experience. It is an opportunity to do something totally different to the day job, working with a great bunch of people and making a real difference to the canal and its surroundings. The work is varied

from litter picking to tree pruning to lock painting. It has been a very enjoyable experience and I can thoroughly recommend it to anyone.

John Thomlinson

Towpath Taskforce Volunteer

Recognition

At the Canal & River Trust, we always appreciate the work that you put in. As a result, we celebrate the diversity and importance of your work that takes place across our canals and rivers by recognising both individual and partner groups' achievements.

Thank you for all that you do

Our Vision Volunteering

We know that volunteering is key to the waterways future and has led to the Trust developing a variety of new opportunities for volunteers and resources for you.

Having seen the important role that volunteers play in my time with Canal & River Trust, I've seen the range of skills and expertise people are willing to give. The time you're giving is really helping to sustain the canals and rivers for the future in practical terms and in helping tell more people about them.

Be it the volunteers who govern the Trust or a volunteer who makes a cup of tea on a Towpath Taskforce, everyone makes an impact. Being a volunteer in my own time is something that I've enjoyed doing myself in various guises and I know the satisfaction and enjoyment I've had from working in new places and learning new things. Equally I've benefited from the skills and experience of other volunteers and see the pleasure that people get when they interact with an enthusiastic volunteer or the satisfaction that comes from sharing stories about it in the pub afterwards.

I also know how important it is to feel appreciated and valued as a volunteer. We aim to get this right. If we don't, please do not hesitate in contacting me.

Thank you very much for volunteering with the Canal & River Trust.

Edward Moss, National Volunteering Manager

The available Opportunities

Volunteering with the Trust offers a large variety of opportunities to suit all types of volunteers: from working around the waterways to working with local schools and communities, from meeting and greeting visitors to designing leaflets, from recording wildlife to helping organise local or national events

Here is a sample of the sorts of opportunities advertised for volunteers at:

canalrivertrust.org.uk/volunteer:

- Volunteer Lock Keeper
- Interpretation Assistant
- Events Volunteer
- Community Engagement Volunteer
- Towpath Taskforce Team
- Volunteer Biodiversity Records Coordinator
- Volunteers helping to restore an Ancient Monument
- Assistant Volunteer Task Leader
- Archives' Angel
- Website Wizard

This list is not exhaustive – you might even be able to suggest a role in line with your own interests

and skills. Wherever your interests lie, we aim to match people to the right opportunity.

canalrivertrust.org.uk/about-us

Equal Opportunities

We welcome all volunteers, regardless of age, sex, marital status, sexual orientation, race, religion, nationality, disability, culture, politics, social background, skills or time available

Although we welcome volunteers of all ages we may need to manage younger volunteers in a slightly different way. For example, we usually apply a minimum age limit of 16. Volunteers under the age of 16 should contact us so we can discuss alternative ways of involvement, typically with the support of their parents or guardians.

Don't worry if you feel that your skills aren't adequate for your chosen activity, we offer support and training for those that require it (see page 18).

Please take a look at your Role Description (included alongside this Handbook) for more information and if you have any further queries contact your task manager before you begin the task.

The amount of time you spend volunteering is entirely up to you. You may want to dedicate a couple of hours a month or anything up to five days a week. We understand that some people have full-time jobs but still want to help out, and therefore you may wish to volunteer in the evenings or weekends.

For safety or logistical reasons some tasks may lend themselves to being done in a block of time but we aim to be as flexible as possible. We will have various opportunities for you to get involved whenever you want.

Expenses

As a Trust volunteer, you shouldn't have to pay to give up your time to help us. We offer reasonable out-of-pocket expenses for travel and (where appropriate) accommodation and materials (e.g. paper if printing at home).

Any costs need to be agreed up front with your task manager and must be submitted with evidence of the expense such as a ticket or receipt.

In order to reduce our carbon footprint (we aim to reduce CO2 emissions by 25% by 2015), we ask volunteers to car share or travel in alternative ways if possible, such as cycling or using the public transport.

Getting to and from your normal place of volunteering:

For travelling whilst volunteering, we reimburse those who travel by car (45p per mile), motorbike (24p per mile) bicycle (15p per mile) and public transport. If travelling **to and from your normal**

volunteering location we pay expenses to a maximum of 40 miles for a return journey.

If you're using public transport, you can claim the ticket value up to a maximum of £16, the maximum we pay out in private car mileage at a rate of 45p per mile.

Getting about whilst Volunteering

If you need to travel **as part of your** volunteering you can claim the full mileage of this journey or the full public transport costs incurred.

For instance, if you need to attend a meeting at another location or do a survey somewhere where you don't normally volunteer, this is travelling as part of your volunteering, not purely to get to your place of volunteering.

In order to claim expenses, In order to claim expenses, speak to your task manager, who will talk you through the process. Please obtain and submit VAT receipts for all expenditures (not including fuel receipts) so that we can reclaim the VAT.

Costs of public transport (standard class only on trains please) can be reclaimed. Booking in advance can often help with finding the cheapest

fare. Car parking and toll charges can be reclaimed. The costs incurred on speeding fines, parking tickets or other motoring penalties cannot be claimed.

You can also claim for:

- If you're volunteering at home and doing printing, you can claim for paper and ink. Do please talk to your task manager first though as these should ideally be supplied from our office rather than you having to pay out up front.

- Phone calls - if you're using your mobile or landline. Claims need to be supported with an itemised bill clearly showing the calls made.

- Refreshments - we do not have a standard policy to pay for meals.

- Meeting Costs - room hire and refreshments can be reclaimed. These should be approved

in advance.

- Hotel & Accommodation costs - these should be approved in advance and can be reclaimed. The following limits apply:

Within the M25 boundary £140 per night

Elsewhere £80 per night

- Evening Meal and refreshment costs (when staying overnight in a hotel) can be reclaimed up to a maximum of £20 per night when evidenced with a receipt.

Driving for the Canal & River Trust

Driving your own vehicle – If you're not able to, or it's impractical to use public transport, thank you for using your own vehicle to help get to us and during your task.

It is important that you inform your insurers of your car use during your volunteering. Association of British Insurers have recently confirmed that 50 of their members do not charge extra for driving for volunteering. In the rare instance that this may result in a small increase in premium, the mileage rate is designed to contribute towards this.

We will provide you with the CRT guidelines before driving. Please ensure that you read these through. If you have any issues, please chat them through with your task manager. Remember to log the number of miles that you're driving if you are claiming travel expenses.

This is part of our driver risk assessment and may flag up that you're doing a particularly high

mileage each year. We also ask that you confirm on your Registration Form that you've contacted your insurer to ensure that you're covered, both driving to your place of volunteering and, if appropriate to your role, driving as part of your volunteering.

Driving a Trust vehicle

In order to make your volunteering easier, it is possible for you to use a **Trust vehicle to carry out your task**. This should not only save time and money, but we hope that it will make your volunteering easier and help us all get more done.

Before driving whilst carrying out activities for the Trust, you may be invited to carry out appropriate training. This links to the type of vehicle that you will be driving, towing etc. and the task being undertaken.

If you are driving a Trust vehicle, you should

keep clear records of journeys noting mileage, time/date and purpose and should enter such details in the logbook provided for you by your task manager or in the vehicle.

You will need to fill in and return the Volunteer Driving Authorisation Form and have your driving licence checked. If you have any queries, contact your task manager.

Working with children and vulnerable adults

Engagement with children is important to the Trust because the long term future of the waterways depends on attitudes of future generations. We need to build positive relationships with children and young people as it is an effective route to improving safety awareness, reducing vandalism and cultivating future customers.

Therefore, as a volunteer, you may choose to work with children or vulnerable adults, for example visiting communities to educate them about our waterways.

You will be required to disclose details of any criminal record you may have. Only relevant convictions and other information will be taken into account so a criminal record need not exclude you from obtaining a volunteering position.

You have a duty of care to safeguard the welfare of any young person in your care or company. Before your work begins, you will be given an induction on our *Working with Children and*

Young People Policy, which you must follow.

All details required will be outlined to you, but if you have any queries contact your task manager.

Checks and References

For roles that have a high level of contact with young people, money or sensitive material, it may be necessary to check potential volunteers through the Disclosure and Barring Service (DBS) – formerly known as the Criminal Records Bureau

You will be asked, if you have not done so already, to provide two referees not related to you or living in the same household.

Referees will be followed up by your task manager and work will not begin until all checks are completed and satisfactory.

DBS checks, where necessary, will be conducted by the Trust and these give details of any criminal background a volunteer may have.

We aim to tell you as quickly as possible if a DBS check is necessary.

Resources

Equipment and Clothing

We will provide you with all the equipment needed to carry out each task. If you are working on site, we will provide you with safety gear and fluorescent jackets. If we require you to wear protective footwear specific to a task, we will supply you with it and may supply 'Canal & River Trust' Volunteer clothing if needed for the task .

In any case, we advise you always to wear appropriate clothing for your activity e.g. strong shoes/boots with ankle support and good grips for any role outside (see also recommendations on clothing for health & safety in Section 9).

In general, we ask that you are smartly presented if you are volunteering in a Trust office. The general dress code is smart casual. Sensible flat shoes are recommended. We will supply 'Canal &

River Trust' Volunteer tops and name badges if you are meeting with the public.

Supervision

The level of supervision will be dependent on the task. For example those carrying out litter-picking tasks will have less supervision than those working on reconstructing a bridge. There will be constant supervision for volunteers carrying out tasks with a reasonable level of risk e.g. practical tasks on site near water. You should still take responsibility for your own safety and avoid endangering others, therefore we expect competence from you in undertaking your tasks before and during work. The next section provides a comprehensive guide for working safely and outlining possible hazards around the waterways.

Please note, your task manager will always give support to you throughout the task,

offering feedback on your progress
as appropriate

Training

Where necessary, the Trust will provide training to equip you with the specific skills and knowledge to carry out each task to the standard required. This may be the case when you do not already possess the relevant training or if it has expired. This is to ensure that you are both comfortable and competent at your task. The training provided may be in house or externally provided. Some of our training is accredited, whereas others are not. You will be provided with more details before your training begins.

However, please be aware that it is not always cost effective to train you in all the skills you may think you require, especially during shorter volunteering periods – for instance, if you are volunteering with us for a week and one of those

days requires some chainsaw work. Unless you already hold the appropriate licence, we would bring in a Trust employee or contractor to do the chainsaw work.

There is no obligation for you to volunteer for a set period of time following your training. However, we would ask you to consider the best use of our resources and not take a training place if you are planning to stop volunteering for us.

Any materials needed for the task will be provided by the Trust. You will never be expected to provide your own materials.

Health & Safety

Safety management is an integral part of running waterways. Nine million people visit or use the waterways managed by us each year, and many thousands live or work on or near to Trust property.

Canal & River Trust policy is to maintain a high standard of health and safety for all of them, at all times, on all our waterways.

When carrying out any task you should, in your own interests and that of your colleagues, observe health and safety standards. This ensures that everyone involved can focus on their goals in a safe and secure environment.

Background

Since the Health and Safety at Work Act 1974 came into force there has been a steadily increasing awareness of the importance of health

and safety issues which in turn has led to the introduction of a whole range of regulations governing different aspects of work. These regulations aim to protect people working on a voluntary basis as well as employees. In recent years the focus has been on the assessment of risk and providing information to enable people to work safely.

Under Health and Safety Regulations the Canal & River Trust is required to assess and manage risks from our business, including work carried out by volunteers. In doing this we aim to ensure appropriate levels of health and safety without imposing unnecessary restrictions or burdens.

Your responsibility is to take appropriate care for the safe execution of work and therefore we expect competence from you in undertaking your tasks before and during work. We always aim to give you the necessary training and support to ensure that this is the case.

Before your task begins, you will be given an induction which will include a health and safety brief. This will outline where the Health and Safety Policy is located, the location of fire extinguishers and exits, emergency/fire procedures and first aid/accident procedures.

Managing your safety

Risk Assessments and Method Statements

Two of the key tools that we use to manage safety that you will come in contact with are risk assessments and method statements. Between these two documents we aim to identify all the hazards linked to a task, what will happen if it goes wrong, what we need to do to ensure that it does not go wrong and how we will do the task. Your task manager will also produce a Volunteer Safety Management Plan which will bring all of these things together.

There are a lot of potential hazards when working on the waterways and no list can be exhaustive. You are responsible for your own safety and of those around you. If you are unsure of the hazards or would like clarification, please speak to your task manager.

Hazards can be the structures themselves and

the people around you, as well as pieces of equipment. Many canal structures are old and do not conform to modern standards of design or construction. In addition, many are listed structures or Ancient Monuments and most are environmentally sensitive. We take these aspects into account when judging what is reasonable for health and safety purposes and the appropriate systems of work.

Accidents and Illnesses

When all safety precautions are observed and work is carried out sensibly, accidents are very rare. However, if someone suffers an injury or illness it is important to prevent further repercussions by following the relevant procedure for accident and sudden illness highlighted in your induction.

Accident and “Near Miss” Reporting

All accidents must be reported however trivial they may seem. We are required by law to report

certain incidences (for example if someone is going to be 'off work' for more than three days) to the Health and Safety Executive who may need to investigate. We also carry out our own internal investigations to learn from it and to make sure it does not happen again.

It is also important that we report accidents that nearly happen – for instance, a bookshelf falling over but not actually hitting anyone or a piece of equipment in which the safety switch is not working correctly. There are forms for both of these to be reported on. Your task manager will provide you with them and help you fill them in should you need assistance.

Lifting and Carrying

Lifting and handling loads incorrectly can cause back pain and if continually done incorrectly, can lead to long term back problems. Wherever possible we advise you to use equipment or machines, for example sack trucks or

wheelbarrows, to lift and handle heavy objects.

If it is necessary for you to manually handle heavy objects, follow the safety code.

Slips, Trips and Falls

Slips, trips and falls are the most common accident around the waterways. They can be caused by inappropriate footwear, a person being distracted and not watching where they are going or simply by a box being put in the wrong place. Your induction will highlight potential risks and hazards.

Working by Water

The key message to remember when working by water is **Stay Away From the Edge** (SAFE).

However, if working in or by water, always wear the lifejacket provided if you have been told to. Even if the water is shallow, always have someone else with you and make sure you know where the rescue equipment is before you begin work

Working Conditions

We advise you always to think about what is the most appropriate clothing to wear, before you set out to take part in a task, based on the weather conditions:

- in cold, wet or windy weather, wear clothing to keep you warm and dry
- in hot, sunny weather wear clothing which is light but will protect you from the effects of the sun. Drink plenty of water to avoid dehydration and take regular breaks especially if doing exhausting work. Seek shade where possible; wear a sunhat and use sun protection cream

Personal Protection

The Trust will always provide you with the necessary Personal Protective Equipment (PPE) such as helmet, goggles, lifejacket, and if provided, you must always use it. You will be told before you begin work what is provided for you

and how to use it.

Although PPE is provided, it should always be the last line of defence: we ask that you still observe safety regulations, work sensibly and use common sense at all times to prevent any injuries and promote a low risk working environment for you and for those around you.

Are you fit enough?

Whilst practical volunteer tasks are a great way to get fit, we want to ensure that you are fit enough to do it.

Please tell your Task Manager beforehand of any conditions that they need to know about and speak to them if at any point you feel the work is getting too heavy. There is nothing wrong with a break or a change

COSHH

COSHH stands for Control of Substances

Hazardous to Health. If you are using fuel, glues, paints etc., you will be supplied with a COSHH sheet which will tell you how dangerous the

material is and how it should be applied and handled.

Managing your safety

Health

A potential health hazard is Weil's disease, which may be found around the waterways. It is usually caused by rat urine and may be transmitted directly or indirectly. The infection can enter through broken skin or the mucous membrane, by inoculation (e.g. animal bites), by handling infected animals, or by inhaling aerosolised leptospires (the bacteria causing the disease).

Those working around the waterways and the countryside are advised to take precautions for other potential health risks:

- it is strongly recommended that you have an up-to-date tetanus inoculation
- ticks are common and you are advised to cover up when working around vegetation to avoid being bitten. Some ticks may carry Lyme Disease, which may cause flu u-like symptoms and/or enlarged glands

- in some areas, there may be toxic waste (e.g. dog poo). You are advised to take extra care, avoid contact with the waste and if you do come into contact with it, thoroughly wash. Dog poo is not only unpleasant to smell and see, but can also have more serious implications – for example it can cause blindness in children

We strongly recommend you consult a doctor immediately if you are feeling unwell.

Health hazards can usually be prevented by using common sense and working sensibly and safely.

- protect any cuts using plasters
- wear gloves and other protective clothing when necessary
- wash your hands in clean water before eating, drinking or smoking.
- if you are on medication, may need medication or have any allergies, please inform your task manager.

Health and safety in office Environments

If working on a computer, make sure you take regular breaks to prevent eye strain and potential headaches.

When using the telephone, to avoid a cricked neck, hold the telephone with one hand (and not between your head and shoulder) and regularly change sides if using it for a prolonged period of time.

You may be given a Desk Screen Equipment (DSE) assessment which highlights best practise in the office workplace.

Working Alone

Certain roles may require you to work alone. If you are working alone, you will be provided with our Working Alone and Personal Safety booklet which you must read before you begin work. If the task requires you to work alone, we will assess the risks with you and put in place safety measures to

ensure it is done safely.

Working with Children and Vulnerable Adults

Working with children and vulnerable adults is categorised as a high risk activity. To make it as safe as possible for all involved, ensuring that you are not put at risk of accusation from a child and that a child is not put in harm's way, we will carry out a series of checks and give you appropriate training. For more detail on this, see section 7 of this Handbook or speak with your task manager.

Smoking

Smoking in the workplace is illegal. If you wish to smoke, please do so in a designated smoking area, dispose of the stubs safely and considerately and consider the health, comfort and safety of those around you.

Insurance

All Trust volunteers are covered by our third party liability insurance.

We are always looking to learn more and develop our safety management for the future, so chat to your task manager if you have any thoughts, queries or comments about any of our health and safety practices or information.

Volunteer statement

Volunteering is a two-way process. This Volunteer Statement contains mutual hopes and expectations to make sure that you are able to help the work of Canal & River Trust and that you feel valued and supported in doing so.

Canal & River Trust intends to:

1. Explain The Trust's aims and objectives and how volunteering benefits CRT.
2. Agree with you your role and tasks and to provide relevant support, training and supervision.
3. Treat you with respect and courtesy.
4. Offer you different levels of commitment to The Trust and accepts that volunteer commitments may change from time to time.
5. Support volunteers in saying "no" when necessary and to encourage volunteers to take on more challenging roles when they are willing and able to do so.
6. Inform each volunteer of their volunteer manager or supervisor, ensuring clear lines of communication. This is so that you can tell us if you are happy with how your tasks are organised. This will also allow us to provide you with feedback.
7. Try to resolve fairly any problems, complaints and difficulties you may have whilst volunteering with us.
8. Ensure that no volunteer is 'out of pocket' by reimbursing reasonable and agreed expenses incurred through volunteering for CRT.
9. Provide a safe working environment and to inform volunteers of health and safety requirements and guidance.

10. Inform volunteers of any known hazards connected with their volunteering activities.

11. Ensure that your personal information held in accordance with the requirements of the Data Protection Act 1998.

12. Work within CRT's Equal Opportunities policy.

The Volunteer intends to:

1. Support CRT's aims and objectives
2. Maintain high standards of behaviour and assist CRT with maintaining the quality of service whilst carrying out activities for CRT
3. Attend relevant training and support sessions if requested
4. Talk to the appropriate person if you have any problems with your volunteering
5. Follow any relevant CRT's rules and procedures, particularly in relation to health and safety, equal opportunities and confidentiality
6. Have due regard for your own safety and the safety of others
7. Follow any reasonable instructions given to you by CRT staff or volunteers who have been placed in charge of a particular activity
8. Let us know as soon as you can if you wish to change the nature of your contribution, i.e. by attending at different times. If you have agreed to attend, but find that you are unable to do so, let us know as soon as possible.
9. Provide referees who may be contacted and to agree to a Criminal Records Bureau Check being carried out (where necessary)
10. Respect and maintain any confidential information of CRT and of our partners, be it commercial or personal information

11. Work as a team with employees and other volunteers and make new people feel included and welcome
12. Treat fellow volunteers and staff with courtesy and respect

This agreement is binding in honour only; it is not intended to be a legally binding contract and the volunteering arrangement may be ended at any time at the discretion of either party.

Neither of us intends any employment relationship to be created between us.

We hope you find volunteering with us enjoyable and rewarding.

If things go wrong

At the Canal & River Trust we want you to enjoy your work. However we understand that at times there may be difficulties. This guide aims to describe and inform you of the measures you and the Trust should take to alleviate these problems.

If you are **unhappy** with your role, for example if you are finding it difficult to cope with the pressure or responsibilities of your task(s), you should speak with your volunteer manager.

Your task manager's main responsibilities are to ensure that you are not overloaded and that you are happy with your task. If you feel you are in this situation, your task manager will aim to find a resolution.

If you are found to have engaged in **minor inappropriate behaviour**, thought to be working inefficiently or having a problem with any Canal & River Trust employee, volunteer, contractor or visitor, you will be presented with details of the

allegation or complaint made against you and will be invited to explain your action(s) at a meeting with your task manager.

The task manager will then judge if the allegation was justified, and you will have an opportunity to modify your conduct to an expected standard within a time period set at the meeting.

If there are no improvements, you may be asked to attend another meeting and if the task manager feels there is no likelihood of further improvement or constructive resolution you may be asked to leave immediately.

If an allegation of serious **inappropriate behaviour** is made against you, you may be asked not to attend the office or property until the matter has been investigated as the task manager considers appropriate.

If after investigation the task manager has

reasonable grounds for believing that you have been involved in serious inappropriate behaviour, you may be asked to leave immediately following one meeting.

Serious inappropriate behaviour can cover a broad range of offences. It can be theft of money or property; deliberate falsification of an expense claim or any other British Waterways form or information; discrimination or harassment; physical assault, malicious damage, abuse or other violence or aggression towards person(s) or property; serious breach of health and safety regulations; being under the influence of alcohol, solvents or non-prescribed drugs during volunteering.

This list is not comprehensive but is provided to indicate the level of seriousness of misconduct which may lead to you being asked to leave immediately.

If you have a **complaint** about another volunteer or a CRT employee, for

example your task manager has been unfair in handling any allegation of

misconduct or complaint made against you, or a disagreement with another

volunteer or employee, you should first speak directly to the task manager

The task manager should work towards a constructive solution and, if practicable, the matter should be resolved simply at this stage. If the task manager cannot resolve the problem to your satisfaction, the task manager should suggest that you discuss the matter with your local Volunteer Coordinator.

If you still feel unhappy, the task manager should recommend that you follow the line of management of the team or department, writing to the next appropriate manager(s). The task manager should advise you whether that is your Waterway Manager or Head of Department.

An appeal can be made in writing to the National Volunteering Manager.

The decision of the National Volunteering Manager is final and should be explained to the volunteer.

If at any time you are unhappy or wish to discuss anything about your experiences at the Canal & River Trust, in the first instance you should speak to your task manager who will be more than happy to help you out.

Reporting Concerns

Everyone who works or volunteers for the Canal & River Trust has the right to speak up and report incidents which are reckless, unsafe, fraudulent, untruthful or unlawful.

The details of any concern should be reported honestly, accurately and without malice to a senior colleague, such as your line manager or a director of the Canal & River Trust.

Your concerns will then be investigated. Please be reassured that you will be taken seriously and offered complete confidentiality, when requested.

Honest and constructive feedback is always appreciated by the Trust.

**We hope you enjoy volunteering with
the Canal & River Trust and look forward
to working with you.**

**Join our Facebook group
(Canal & River Trust Volunteers) to keep up to date with
what other volunteers are doing around the country and
locally to you.**

Thank you

Useful Contacts

National Volunteering Manager

Edward Moss T: 01926 626 171

E: Edward.Moss@canalrivertrust.org.uk

Canal & River Trust Head Office Volunteer Team

Canal Lane, Hatton, Warwick. CV35 7JL

T: 0303 040 4040 E: volunteer@canalrivertrust.org.uk

Social Media

Twitter: @CRTVolunteers

Find us on Facebook:

Canal & River Trust Volunteers

Your Local Offices

North Wales & Borders waterways

Navigation Road, Northwich

Cheshire CW8 1BH

T: 0303 040 4040

E: enquiries.northwalesborders@canalrivertrust.org.uk

North West waterways

Waterside House, Waterside Drive

Wigan WN3 5AZ

T: 0303 040 4040

E: enquiries.northwest@canalrivertrust.org.uk

Manchester & Pennine waterways

Red Bull Wharf

Congleton Road South, Church Lawton

Stoke on Trent, Staffs ST7 3AP

T: 0303 040 4040

E: enquiries.manchesterpennine@canalrivertrust.org.uk

North East waterways

Fearn's Wharf, Neptune Street

Leeds LS9 8PB

T: 0303 040 4040

E: enquiries.northeast@canalrivertrust.org.uk

East Midlands waterways

The Kiln, Mather Road

Newark NG24 1FB

T: 0303 040 4040

E: enquiries.eastmidlands@canalrivertrust.org.uk

The Dock Office, Commercial Road

Gloucester GL1 2EB

T: 0303 040 4040

E: enquiries.southwalessevern@canalrivertrust.org.uk

West Midlands waterways

Peel's Wharf

Lichfield Street, Fazeley

Tamworth B78 3QZ

T: 0303 040 4040

E: enquiries.wmw@canalrivertrust.org.uk

South East waterways

First Floor North

Station House, 500 Elder Gate

Milton Keynes MK9 1BB

T: 0303 040 4040

E: enquiries.southeast@canalrivertrust.org.uk

London waterways

The Toll House, Delamere Terrace

London W2 6ND

T: 0303 040 4040

E: enquiries.london@canalrivertrust.org.uk

Kennet & Avon waterways

The Locks, Bath Road,

Devizes SN10 1QR

T: 0303 040 4040

E: enquiries.kennetavon@canalrivertrust.org.uk

Central Shires waterways

Peel's Wharf, Lichfield Street,

Fazeley. B78 3QZ

T: 0303 040 4040

E: enquiries.centralshires@canalrivertrust.org.uk

Museums & Attractions

NWM Ellesmere Port

South Pier Road

Ellesmere Port, Cheshire. CH65 4FW

T: 0303 040 4040

E: emma.hermon@canalrivertrust.org.uk

Canal & River Trust

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500 Elder Gate

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