

Lowdham FLAG – Guidance Pack & Volunteer Agreement

This pack contains some guidance to familiarise yourself with and will help you when you are carrying out volunteering activities. Thank you for volunteering with Lowdham FLAG and for helping to support our local community.

This information and other useful materials and guidance produced by Lowdham FLAG are regularly reviewed – Please visit www.lowdhamvolunteers.org to access.

Activities undertaken in your role as a volunteer will be insured under the Parish Council's Public Liability Insurance and as such Lowdham FLAG will periodically share the names, addresses, telephone numbers and email addresses of our volunteers with the Parish Council. The Parish Council will only use this information in respect of the insurance cover and volunteering activity for Lowdham FLAG

Pack Contents – within this pack you will find:

- 1. Data Protection and Confidentiality**
- 2. Equality**
- 3. Safeguarding**
- 4. Training**
- 5. Keeping you and the people you are help safe**
- 6. Reporting accidents or incidents**
- 7. Volunteer Role/Agreement**

1. Data Protection and Confidentiality

As a volunteer you may have access to personal data about the people you help “Personal data” is any data that could be used to identify a living person, eg. name, address, photograph, bank details. It also includes information which could identify a person if it was put together with other available information.

There may be rare occasions where more sensitive personal data is shared with you such as health information, race, religion, amongst other things. Personal data classed as “sensitive” could, if used incorrectly, potentially cause an individual much distress and even harm.

We ask that all volunteers are mindful of when they come into contact with data about another person and ensure they are adopting safe practices.

DO	DON'T
If you receive paperwork containing personal data, for example a prescription then please treat it in the same way you would treat your valuables – make sure you know where it is at all times and don't leave it lying around in the open at home or in the car.	Discuss or share the personal data you are given or acquire through your volunteering with anyone else.
Whilst you are out and about volunteering, keep an eye on your personal possessions, especially those which have personal information on them. If you don't already then protect your phone with a PIN or biometrics.	If you are making a phone call about someone, then don't make a phone call out in the open where people can overhear you.

If you lose a device or any paperwork with personal data on it then please Notify lowdhamflag@gmail.com immediately.

Take a look at the Information Commissioner's Office list of security tips for volunteers:
<https://ico.org.uk/media/for-organisations/documents/2617548/ico-data-security-guide-to-the-basics.pdf>

2. Equality

You will support a diverse range of individuals and we ask that you respect every individual's beliefs and that nobody is treated less favourably or excluded in anyway. We are all different and all have the right to be treated with dignity and respect. If you witness any behaviours where you feel someone is being treated less favourably or excluded, then you must inform lowdhamflag@gmail.com immediately.

3. Safeguarding

Safeguarding means protecting the most vulnerable from abuse and neglect.

During your volunteering activities you may come across children or adults at risk of harm.

If you are concerned that an adult or child is at risk, or appears to have care and support needs that are not being met, for example they are struggling to keep themselves clean or prepare food, or if you witness abuse or neglect don't ignore it, contact Nottinghamshire County Council as soon as possible on 0300 500 80 80.

4. Training

Depending on the role you undertake appropriate training will be provided in advance of you undertaking any activity. The training as a minimum will ensure that your health and safety and any people supported by Lowdham FLAG is fully taken into account.

5. Keeping you and the people you are help safe

The support you offer, may mean that you will be out in the community, supporting the people most susceptible to flooding.

We have produced a risk assessment and profile for the role Lowdham FLAG is taking to support the village in defence of, and in response to flooding incidents – please familiarize yourself by following the links on the website.

6. Reporting Accidents and Incidents

Any accident or incident must be reported to lowdhamflag@gmail.com, even when the person that has been injured says that they are okay. If someone has been involved in a serious accident, then contact the emergency services if necessary and always report any accident or incident to Lowdham FLAG.

7. Lowdham Volunteer Role/Agreement

Title of the role: Lowdham FLAG Volunteer

Objective: To support residents of Lowdham affected by flooding.

Tasks Agreed: To carry out tasks to assist the community to prevent, protect and respond to flooding.

Such tasks might include:

- walking watercourses,
- monitoring water levels,
- helping with administration and communications,
- physical support to prepare for and deal with the aftermath of flooding.

Expectations:

- 1) To perform the volunteering role to the best of your ability, act lawfully and treat people with dignity, respect and kindness.
- 2) To maintain the confidential information of all who become involved with the group.
- 3) Provide notice if you cannot undertake the role due to a change in circumstances
- 4) Not to accept payment or gratuity for any volunteering tasks.
- 5) To seek advice with regards to any safeguarding issues and report any concerns by following the guidance in the volunteer pack.
- 6) To disclose and previous convictions or any other information which may prejudice the volunteer role.

This agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. THIS IS NOT INTENDED AS ANY EMPLOYMENT RELATIONSHIP AND NONE WILL BE CREATED EITHER NOW OR AT ANY TIME IN THE FUTURE.

Please now respond to Lowdham FLAG with the following written statement:

I confirm that I have read and understood the requirements of the role/s for which I am performing as a volunteer. I understand the boundaries and responsibilities associated with this role, have read and will follow the guidance provided to me within this volunteer pack and know of no reason that I am unable to safely and competently carry out these duties.

Volunteer Details		Name:
Email:		Signature:
Phone:		Date:
For Lowdham FLAG		Name:
		Signature:
		Date: