Diocese of Hallam

VOLUNTEER HANDBOOK



DIOCESE OF HALLAM SAFEGUARDING TEAM

HALLAM PASTORAL CENTRE

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Catholic Safeguarding Standards Agency

Our Mission Statement

The Catholic Church of England and Wales, the Bishops and Congregational Leaders are committed to safeguarding as an integral part of the life and ministry of the Church.
We affirm the One Church approach to safeguarding children, young people and adults who may be at risk, through the promotion of a sustained and sustainable culture of constant vigilance.

The Church recognises the personal dignity and rights of all vulnerable people towards whom it has a special responsibility. The Church and individual members of it undertake to take all the appropriate steps to maintain a safe environment for all and to practice fully and positively Christ's ministry towards children, young people and adults who may be at risk, and to respond sensitively and compassionately to their needs in order to help keep them safe from harm.

The Church authorities will liaise closely with statutory agencies to ensure that any allegations of abuse are promptly and properly investigated and where appropriate, survivors supported and perpetrators held to account.

The Church wishes to ensure that its parishes and Religious Congregations have the confidence to enable children, young people and adults who may be at risk to have peace of mind, knowing they will be cared for and loved by their Christian community.

As a Diocese, we foster a Zero Tolerance approach to abuse of any kind and are continually developing our practice to embed a culture that is safe, where people are listened to and heard and where we learn from cases and people who come into contact with us to ensure that we are ever evolving.

This handbook has been developed to provide you with all the information you will need to help you in your role as a volunteer with the Diocese. It contains information regarding policies and procedures applicable to all our volunteers. Please retain the handbook for your future reference.

Please read through the handbook and if you are happy to continue with your volunteer application, **sign and return the last page of the document with your DBS paperwork.** This will be retained on file at the Diocese for a period of 10 years after your volunteer role has ended.

The Safeguarding Office, Bishop and Trustees of the Diocese values all volunteers for their time and contribution they give to our parishes.

Diocese of Hallam

VOLUNTEER POLICY

General Statement of Policy

Volunteering is at the heart of Catholic ministry and discipleship and most of the people giving their time to the Church are volunteers. They give their time and talents generously, and without payment, to our parish community to further the local mission and ministry of the Church.

This policy sets out our key responsibilities to, and expectations of, our volunteers and is intended to help ensure that anyone who volunteers in the Diocese of Hallam is appropriately supported and managed in their roles.

Volunteers are subject to all relevant Diocesan policies and, in particular, policies and guidance relating to Safeguarding, Health and Safety and Data Protection. Key elements of these policies are referred to in this document, and the full policies are available from the safeguarding office and on the Diocese of Hallam website.

This policy will be reviewed by the Diocese and as events or legislation change requires.

Definition of the role of Volunteer – an unpaid person undertaking Church work and/or involved in helping with Church activities supported by the Parish Priest or someone he has appointed to act on his behalf.

Safe Recruitment and Selection of Volunteers

Whilst the Diocese welcomes and respects the breadth of experience, skills, dedication and goodwill that volunteers bring to our parishes, the Catholic Church of England and Wales is committed to doing everything possible to ensure children, young people and adults who may be at risk are kept safe from harm.

Our safe recruitment policy sets out the following:

a. Responsibility to ensure that anyone applying to work or minister, whether paid or otherwise, within the Church in a role which gives them direct access to children or adults who may be at risk is selected with the utmost care.
b. Adhere to the highest standards of best practice and public accountability, while continuing to foster a spirit of trust and openness that reflects the values of the Church.
c. Obtaining personal details, face to face discussions and references will be carried out to ensure that applicants are suitable for the role in question. A DBS check will be carried out for eligible roles. DBS checks do not replace the need for these practices and to make an application to DBS without following the above process contravenes the DBS Code of Practice. https://www.gov.uk/government/publications/dbs-code-of-practice
d. In the event of a blemished DBS check and/or information self-declared by the applicant during the recruitment process, a discussion with the applicant and a risk assessment will be carried out by the safeguarding office, to fully assess the applicant's ability to fulfil the role.
e. The result of the interview and risk assessment may be further referred to the Diocesan Risk Assessment and Management panel for a decision.

Our Key Responsibilities to Volunteers:

The Diocese of Hallam values the important contribution volunteers make to its ministry and mission and, therefore, seeks to:

a. Offer opportunities to anyone who wants to volunteer, adhering to the principles of an inclusive Church and such that no-one is disadvantaged by conditions or requirements that cannot be shown to be justifiable.
b. Volunteers need to be over 16 years of age to volunteer independently, and under 18s will be asked for parental consent. Younger people may get involved in some aspects of volunteering (helper) with us if they are supervised by a responsible adult. We do not have an upper age limit for volunteers, providing they can safely carry out the role they have applied to do.
c. Offer appropriate training, equipment and support for volunteers in their role(s).
d. Provide relevant information about the Church's work, policies and procedures.
e. Make necessary arrangements to ensure the health, safety and welfare of volunteers.
f. Reimburse agreed out-of-pocket expenses.
g. Encourage a positive and friendly atmosphere; and
h. Celebrate success and recognise loyalty and dedication.

Our Key Expectations of Volunteers:

Volunteers are viewed as representatives of our Church and, as such, are asked to:

a. Act responsibly and within the law.
b. Aim for high standards of efficiency, reliability, and quality in fulfilling volunteering role(s).
c. Respect, support and adhere to Diocesan policies and management decisions – including all aspects of safeguarding, health and safety, and data protection.
d. Work collaboratively with other volunteers.
e. Treat all Church property and equipment with care and consideration; and
f. Speak to the activity leader or parish priest promptly about any difficulties encountered with volunteering so that appropriate support may be offered.
g. Complete mandatory training relevant to role.

Equal Opportunities and Diversity

The Diocese of Hallam is an open, inclusive community-based Church which believes that God loves everyone no matter who they are. In this spirit, volunteers are expected to affirm every person as a creation of God and to treat them with dignity and respect.

Health and Safety

Volunteers are expected to act responsibly at all times and to have due regard for their own safety by:

a. Reading the Health and Safety Policy which can be found on the Diocesan website: https://hallam-diocese.com/wp-content/uploads/sites/9/2020/07/160414-HS-Policy-2016-FINAL.pdf
b. Report promptly to their relevant activity leader or Parish Priest (H&S) any Health and Safety hazard, defect or damage they notice during their volunteering activity.
c. Report promptly to their relevant activity leader or Parish Priest (H&S) any accident or near-miss incidents which occur during their volunteering activity.

Insurance

a. The Diocese has appropriate types of insurance in place to cover its volunteers. These include employers' liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the Diocese, or a third party being injured as a result of the actions of a volunteer whilst performing Church duties.
b. Our insurance does not cover volunteers' personal belongings.
c. The Diocese does not provide motor insurance for volunteers.
d. Volunteers who use their own vehicles as part of their volunteering are recommended to check with their insurer that they are appropriately covered to do so.

Note: Driving in connection with charitable volunteering is normally classified by insurers as 'social, domestic and pleasure' which is part of standard cover. There is unlikely to be any additional cost, but some insurers require the policy holder to notify them. Useful information may be found about insurance for volunteer drivers on the ABI website - Motor insurance for volunteer drivers (Association of British Insurers) and in their very helpful document: VOLUNTEER DRIVING – THE MOTOR INSURANCE COMMITMENT, the latest version of which can be downloaded from their website.

Data Protection and Confidentiality

In line with the General Data Protection Regulations (GDPR) the Diocese of Hallam takes care to protect volunteer information. Similarly, volunteers are expected to protect any personal or confidential information to which they may have access in the course of their volunteering.

Our GDPR policy contains further details and is available from the safeguarding office.

Safe Practice in the Use of Images of Children and Young People involved in Church Activities

Whenever a person's image is captured, be it by camera, video, web camera, mobile phone, or CCTV, and that person can be identified, the image is likely to be considered personal data. This means that the image must be processed in line with the data protection principles.

Processing means anything that is done to the image for example recording it, using it or sharing it. For the Church to use images of people that enable those people to be identified, they need a lawful basis (see Article 6 of the GDPR).

Photographs of volunteers carrying out their roles may be used for promotional purposes, such as in a leaflet, poster or online (parish social media pages etc). Volunteers who do not wish their photograph to be used for such purposes, should notify the group leader/parish office.

It is forbidden for volunteers to take photographs of children and young people without the relevant consent from parents/carers. Consent forms and guidance regarding the use of photography and filming can be obtained from the safeguarding office.

Safe use of Technology

New technologies offer tremendous opportunities to reach, communicate, evangelise and engage with those involved in the Catholic Church and those in our communities who may have an interest in the church. The internet, mobile phones, social networking and other interactive services have transformed the way in which we live.

Along with the many benefits of modern communication technologies, there are risks. The anonymity and sense of distance inherent in online communication can make it easier for people to say things they would perhaps not say in the presence of somebody, and to feel less remorseful about online harm caused.

The Creating a Safe Environment policy can be accessed via the Catholic Safeguarding Standards Agency website: https://catholicsafeguarding.org.uk/ for guidance and information on the following:

- The use of church computer equipment to store information
- Creating and managing church-related websites and social media pages
- Accessibility of websites and social media pages
- Access to the Internet
- Social Media and Social Networking including the use of social networking for communication with children and young people
- Personal social networking accounts
- Church website and social media monitoring and reporting, including administrators and moderators
- The use of email and texting including agreeing the use of texts, consents and the risks associated
- Newsletter distribution via email

Mandatory Safeguarding Training

As part of the Church's ongoing commitment to safeguarding, the Catholic Safeguarding Standards Agency has developed its own online learning portal to provide free Level 2 safeguarding training for parish volunteers, in line with the national standards set for all Dioceses within England and Wales.

As part of the DBS renewal process, Level 2 safeguarding training is now a mandatory requirement for all volunteers in roles involving children and adults who may be at risk. The relevant module will need to be completed at the time of renewal or before commencing in role if you are a new volunteer. Information on how to sign up to the learning portal and access the required module will be emailed to you by the safeguarding office.

A certificate will be obtained on completion of the Level 2 module.

A level 1 safeguarding leaflet is available for volunteers who do not have a role which involves working alongside children, young people and adults who may be at risk. Leaflets are available from your parish safeguarding rep or from the safeguarding office on request.

The Diocese is now monitored and audited against training compliance for all its volunteers.

Safeguarding Policies and Procedures

The Diocese of Hallam has a number of policies in place in order to embed effective safeguarding practice and to appropriately manage allegations and concerns, whilst providing support for survivors of abuse.

The safeguarding policies manual can be found on the website:
https://hallam-diocese.com/safeguarding/policy-practice/procedures-manual/

As a volunteer if you have any concerns around the welfare of a child, young person or adult who may be vulnerable, please speak to your parish safeguarding rep who will report this to the safeguarding office. If you do not have a parish safeguarding rep then please contact the safeguarding office directly via the following:
Tel: 0114 2566453 Email: safeguardingadmin@hallam-diocese.com

Please note the safeguarding office is not a statutory agency and does not offer a 24 hour emergency service. If you feel that a child, young person or adult is at serious risk of imminent harm, please contact the Police via 999.

Please retain this policy for future reference. If you have any queries or require further information on any section of this policy, please contact the safeguarding administrator on 0114 2566453.

Please sign and return the volunteer agreement (final page of this document) to the safeguarding office to confirm you have read and understood the policies applicable to you as a volunteer. This will be retained with your paperwork at the Diocese.

Diocese of Hallam

VOLUNTEER AGREEMENT

The Catholic Church of England & Wales is committed to safeguarding as an integral part of the life and ministry of the Church. The Church and its members undertake all appropriate steps to maintain a safe environment for all. ***This agreement applies to those in roles that involves contact with children and adults who may be at risk.***

Name of Volunteer: _____ Contact telephone no: _____

Address: _____

Email: _____

Parish: _____ Role(s): _____

Your contact details are required in order for us to keep an accurate record of all our volunteers and to ensure we can contact you if required. ***Your details will not be passed on to any third party or used for any other purpose. Your details will be retained on file for 10 years after the volunteering has ended.***

We put a very high value on all our work with children, young people and vulnerable adults. We want to make sure that you know the resources and support available to you. We intend that you should not work unsupported or unsupervised. Safeguarding advice and support can be sought from your Parish Safeguarding Representative and the Diocesan Safeguarding Office.

TO BE SIGNED BY THE VOLUNTEER:

- I confirm that I have read the volunteer policy and agree to abide by the policies applicable to my role as a volunteer.
- I understand that Information regarding national policies and procedures can be found on the CSSA Website: **http://www.catholicsafeguarding.org.uk/national-safeguarding-standards/national-safeguarding-policy/practice-guidance/**
- I understand that it is my duty (within the boundaries of my role), to safeguard the children, young people and vulnerable adults with whom I have contact. I know what action to take in cases of suspected or alleged abuse or if I am concerned.
- Signed (Volunteer) …….. Date …….

The Bishop and Trustees of the Hallam Diocese want to thank you for giving up your time as a volunteer.

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