



Volunteer Handbook

Kenward Trust
transforming lives, creating new futures



Welcome and Thank You

Thank you so much for choosing to volunteer for Kenward Trust. By donating your time and expertise you are helping us to continue transforming the lives of those affected by addiction, homelessness, and crime and helping those who fall through the net of other support networks.

We want to make sure we do everything we possibly can to help you settle into your role and show our appreciation for your choosing to support us. If you have any further questions please get in touch with your manager or speak to our Volunteer Coordinator.

Once again, thank you for choosing Kenward Trust.



Penny Williams
CEO of Kenward Trust



This handbook

This handbook is designed to explain the way in which we work and to set out the key procedures, rules, and policies designed to ensure an efficient workplace and a safe and supportive environment for all volunteers. The Trust also has separate Trust policies and procedures.

The Trust may need to alter or amend any policy or procedure contained in this handbook or elsewhere to ensure that it remains relevant and consistent with the needs of the business. Any such change will be notified to all volunteers and an up-to-date copy of this handbook and other policies/procedures has been made available as follows:

- a printed copy for inspection at both Head Office and each of our projects; and
- an electronic copy stored within the Kenward Google Drive.

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Our Vision, Mission, Values & Ethos

Our Vision:

Every individual suffering with addiction issues receives the support they need to transform their lives.

Our Mission:

To support and empower all of our service users so they can transform their lives and create new futures.

Our Values:

Kenward Trust's values are at the heart of everything we do.

Open-minded

We are open to new ways of collaborative working and being flexible to meet the needs of the individuals who require our support.

Care

Care is central to everything that we do. We are compassionate and supportive within our staff team as well as to our residents.

Empathy

We listen. Every voice is heard and appreciated and all of our services are judgement-free.

Empowerment

We empower all that access or run our services in order for them to reach their full potential.

Education

Being informed and reducing stigma around addiction, homelessness and crime guides all aspects of our work.

Our Christian Ethos:

Our Christian ethos underpins the way we help people in crisis. We aim to reach out to those who are on the margins of society and we believe that everyone deserves a second chance. Our programmes are not based on religion and we welcome people from all backgrounds and faiths.

Why our work is important

At Kenward Trust we provide a breadth of services, all with the same aim of helping support those with addiction issues to transform their lives and create new futures for themselves away from their addictions. Our work centres upon giving people the opportunity to change their lives and reach their full potential and with a success ratio of 73% our work is successful for the vast majority of those who access it.



Treatment for alcohol-related illness or injuries is estimated to cost the NHS £3.5bn per year.



In 2020, there were 8,974 deaths from alcohol-specific causes registered in the UK, an 18.6% increase compared with 2019 and the highest year-on-year increase since the data time series began in 2001.



Consistent with previous years, the rate of alcohol-specific deaths for males in 2020 remained more than double the rate for females. 20.3% of young adults (16-24) had taken an illicit drug during 2019.

“ Alan's Story

Alan was 43 and had been suffering with alcohol dependency since he was 16 years old. His drinking had a huge impact on his education and he'd left school with no qualifications.

"I was told by my doctor that I would be lucky if I lived for another two years, as my drinking had caused me to have heart problems. I was in a real state and heavily dependent on alcohol. Then I went to detox and went straight from there to the Kenward Trust. Yes, it was tough at first, but then I realised that here was my chance of getting my life back together and I haven't looked back since."

"Today I am sober and happy and have got my family back due to the hard work and support Kenward staff have given me. They have always been there through my ups and downs, they are caring people and they make you feel as part of the family."



Our History

Kenward Trust was founded in 1968 by Ray and Violet Sinden, who had a strong Christian faith. The couple had five daughters and two sons, and they all worked hard together on their family farm near Sevenoaks.

Ray and Violet's eldest daughter, Olive, was friendly with a young Church Army Captain named Paul Deeming, who worked amongst the homeless people on the streets of London. Many of them had been sober for some weeks and wished to remain in recovery, but there was no place that would give them shelter once they left and the future was bleak, often leading back to the old habits.

Ray decided to take some of these men home for rehabilitation. He offered them a four-roomed flat over a garage block and they joined the family for meals, bible study, and leisure at the farmhouse.

The farm became overcrowded and the family decided to sell up the farm in order to purchase a much larger house, to help a greater number of people. A large country estate near Maidstone called "Kenward" was up for sale. In July 1968, Ray and Violet moved into Kenward House with five children and five men.

From those modest beginnings, the Trust today takes in around 200 residents each year, as well as reaching hundreds of young people through prevention initiatives and helping others with advice and support.



Meet our volunteers



Being new to the social care sector I applied for a volunteering role at Kenward Trust to explore different roles within rehabilitation. This was something I wanted to explore due to my empathetic nature and having personal experience with someone close to me who dips in and out of recovery leading a chaotic life, I feel grateful to be able to support people who are engaging with the program. This has reinforced my belief that recovery can work.

Since working for Kenward Trust I have had the opportunity to get to know the residents as part of a group and individually, both have offered valuable learning for me.

I have managed to apply boundaries within the workplace encouraging the residents to feel comfortable when communicating with me, I feel thankful that they don't feel judged and that I am approachable. Spending time with them in their therapeutic workshops enables them to be creative whilst voicing many aspects of their journey. Due to the residents struggling with drugs and alcohol misuse, some have expressed how they suffer with mental health issues. It's been an incredible experience seeing new residents coming into the program with high levels of anxiety and watching them grow week by week, having conversations staying engaged and focused with good eye contact was the first change I noticed in them.

I have found my role at Kenward Trust very rewarding because I have played a part in their recovery, being a support for them to share their personal experiences.



- Lacey, Project Volunteer



“

I am grateful for the chance to volunteer at Kenward Trust. It is a pleasure to be in such beautiful countryside. The staff are really friendly and help me to feel like part of the team. After being a stay-at-home mum for many years, it is a great opportunity to improve my confidence and it's very good to feel useful!

”

- Alena, Therapeutic Gardens & Workshops Volunteer



“

On retiring I was looking for something worthwhile to keep my brain active and help with physical fitness, whilst helping others less fortunate than me. I was also wanting something to keep me out of my wife's hair.

Volunteering at Kenward gives me all this and the social interaction is a bonus.

”

- Phil, Kenward Place Volunteer



"I've been involved with 'The Kenward Trust' most of my life, becoming a Volunteer for them helps me escape, unwind and deal with the stress of work & everyday life, at the same time giving me satisfaction that I am using my life skills to help maintain and create a place of tranquillity & peace for the trust to continue its work amongst those that need the help of its dedicated staff."

-Sandra, Trustee and Volunteer Gardener

"I am pleased to be able to give some of my spare time to work as a volunteer at Kenward Place for the Kenward Trust. I know, from my own observations and from talking to some of the staff, that this is an organisation that successfully helps those in need with residential programmes, rehabilitation, and also in the wider community. I know that the time given by me, and the other volunteers, is greatly appreciated and that it all helps a worthy cause."

"For me, it also provides an opportunity to undertake physical work in the open air in beautiful surroundings, which takes me away from being sedentary and staring at a computer screen. I believe that the volunteer experience is mutually beneficial for the volunteers and the Kenward Trust."

- Henry, Alpaca Volunteer



“ I like to volunteer because I like to help people and volunteering is good for my health. ”

- Gerry, Kenward Place Volunteer



“ I am the youth and community project manager whose work has been supported by amazing people who have volunteered for Kenward. I tend to find that the people who volunteer have many reasons why they choose to volunteer for us. The experience I have had with volunteers is that they have so much passion to help people succeed or support the Trust where they can. Kenward has many roles to fit different life skills and different abilities. From talking to young people helping the adults on the site to caring for animals or helping to deliver activities, we hugely appreciate your support. ”

-John- Youth and Community Project Manager

Key Principles

This section sets out some of the key commitments made by the Trust to its volunteers- and key commitments expected in return.

1.1 Trust Code of Conduct

The behaviour of employees and volunteers is central to the continued success of the Trust. This handbook sets out a number of requirements aimed at ensuring the smooth running of the Trust and the fair treatment of all volunteers. Your attention is drawn in particular to the following:

- The rules on gifts and hospitality;
- The policy on smoking;
- The policy on alcohol and drugs;
- The policies on driving and the use of Trust vehicles;
- The policy regarding social media; and
- The rules concerning the use of computers, the internet, and email;

Dishonesty

It is important to stress that any form of dishonesty, however minor, will be treated seriously. This includes theft of property, whether belonging to the Trust, colleagues, or any third party. However, it also includes a volunteer seeking to gain any advantage through deception - such as making a false claim for expenses or overtime, falsely claiming to be sick, or falsely claiming to have completed a particular task.

It does not matter if any amount of money at issue is small. The Trust regards any dishonesty and will usually result in a volunteer being asked to leave.

Refusal to carry out instructions

The Trust expects volunteers to offer their services in a spirit of cooperation with their colleagues and managers for the good of the business as a whole.

If you believe that you have been instructed to do something that does not fall within your duties or which is in some other way unreasonable then the appropriate way of dealing with this is to raise a grievance under the grievance procedure (see Section 4).

Self disclosure

It is the policy of the Kenward Trust for staff/volunteers, who are themselves in recovery, to not disclose this information to residents unless agreed for a particular reason with their line manager.

In addition, staff/volunteers must not divulge any personal information that may be deemed unprofessional or have the potential to compromise the professional boundaries between residents and staff/volunteers. If staff/volunteers divulge information which is deemed to be inappropriate, this may result in immediate dismissal or the disciplinary process being invoked. If staff/volunteers are in any doubt as to personal information that could be inappropriate they should discuss this with their line manager. Staff/volunteers should be aware of the need to remain professional at all times when liaising with residents, other members of staff and volunteers. If staff/volunteers accidentally divulge information, they should alert their line manager immediately.

1.2 Health & Safety

The primary duty owed to you by the Trust is to ensure that you are safe while you are at work. Similarly, all volunteers are obliged to carry out their duties in a safe and responsible manner that does not risk harm to either themselves, their colleagues, or any other person.

A detailed health and safety policy/handbook identifying the roles and responsibilities of key staff members for ensuring that the Trust meets its commitment to health and safety is available from your Line Manager. In addition, there is information on health and safety displayed throughout our premises.

Detailed risk assessments have been carried out on all aspects of the Trust's activities and steps have been taken to ensure that all work can be done safely. Any volunteer who is concerned that any aspect of the Trust's activities poses a risk to health and safety should report this to the nearest available manager immediately. Genuine concerns about health and safety will always be treated with the utmost seriousness and be thoroughly investigated.

Volunteers are required to comply with all instructions rules and procedures concerning matters of health and safety. Failure to do so may amount to gross misconduct. In particular, where employees and volunteers are required to wear personal protective equipment such as hard hats, protective footwear, or high visibility clothing. Failure to do so will usually result in a volunteer being asked to leave.

You must report any faults or potential hazards that you notice with equipment or your working environment to management. Further information and Health and Safety policies can be found on the Kenward Google Drive.

1.3 Ethical Conduct

The Trust aims for the highest possible standards of ethical conduct in all of its activities and expects the conduct of individual employees and volunteers to reflect this.

Gifts and Hospitality

The acceptance of gifts and hospitality from residents and/or their families, suppliers, and potential suppliers must not give the appearance that employees or the Trust may be unduly influenced in the decisions that they make in respect of residents and/or their families, suppliers or in any other aspect of their work.

All gifts and hospitality given or received, of whatever value, must be entered in the Gift Register kept by the HR department.

No personal gifts of a value in excess of £10 should be accepted from a resident, or a member of their family, supplier, or potential supplier without express permission from the HR department (who will discuss the matter with senior management).

Acceptance of hospitality, such as lunch or drinks receptions, should be kept within common sense limits and should always be authorised by a senior manager. Offers of hospitality must always be authorised by a senior manager.

You may also be instructed to return any gifts which the senior manager considers to be inappropriate or to refuse to accept hospitality from a particular supplier or potential supplier.

1.4 Whistleblowing

The Trust encourages volunteers to raise any concerns that they may have about any wrongdoing at any level within the business. Wrongdoing in this context means any breach of a legal obligation, a risk to health and safety, a criminal offence being committed, a miscarriage of justice occurring or likely to occur, or damage to the environment.

Any initial concern should be raised with your Line Manager, who will raise it with the Chief Executive. However, if this is not appropriate then you should contact any Trustee of the Trust who will ensure that your concern is properly addressed. If you wish to make contact with a Trustee then you should call the HR Manager on 01622 814187.

If you feel unable to raise the concern with the Trust then you should report it to a prescribed person or body such as the Care Quality Commission or the Charity Commission.

The charity Protect provides free confidential advice to employees who have concerns about wrongdoing in the workplace. Contact the charity on 020 3117 2520.

Volunteers who raise a concern that is in the public interest under this policy are entitled not to be subjected to any detriment as a result, however, the volunteer must reasonably believe that the disclosure they are making is true.

Even if your concern proves to be unfounded you will be protected against any reprisals from your manager, Trustees, colleagues, or any other of the business.

If you are the subject of an allegation of wrongdoing then you will be informed of the allegation and given every opportunity to explain the situation and put your side of the story.

1.5 Data Protection

We will process personal data and sensitive personal data (also known as 'special categories of personal data') relating to you in accordance with our Data Protection Policy and our Data Protection Privacy Notice (provided to you separately), as well as in accordance with the relevant data protection legislation.

We may monitor volunteers in accordance with our policies relating to email, internet, and communications systems and monitoring at work, as detailed in this Volunteer Handbook and in accordance with the relevant data protection legislation.

You will comply with your obligations under our Data Protection Policy and other relevant policies as directed, which can be accessed on the Kenward Google Drive.

1.6 Environmental Statement

In the undertaking of their daily duties, we accept that all volunteers associated with Trust will have an influence on the environment. We will commit to adopting working practices that will help to have a positive effect, assist towards continued environmental improvement, prevent pollution, and reduce unavoidable negative influences caused by our working practices.

The Trust, therefore, maintains a policy of 'minimum waste' which is essential to the cost-effective and efficient running of all our operations. Every volunteer has a responsibility to promote this policy by taking extra care when carrying out normal duties to avoid unnecessary or extravagant use of services, materials, lights, heating, water, etc.

How We Do Things

This section deals with some important administrative requirements and sets out the standards the Trust expects of volunteers in various situations.

2.1 Dress Code

All volunteers should dress in a manner appropriate to the role they have and professionally take into account the nature of our client groups, location, health and safety, and associate factors. If you have any doubts as to whether an article of clothing is appropriate, you should speak to your line manager.

We ask you to:

- Dress in a manner appropriate to the working environment and to the type of work performed i.e. we may meet potential residents or, commissioners on any given workday.
- Apply a common-sense approach to workwear and dress in an appropriate professional smart/casual manner for the locations in which you work and the role you undertake.
- If you are attending a meeting you would usually be expected to dress in more formal business wear.
- Always abide by the safety policies and procedures and wear the required protective clothing and safety equipment for relevant roles. If you operate machinery, then long hair must be tied back.

Broadly, smart casual is normally accepted. We ask that you do not wear:

- Slogans or pictures on tops containing nudity or inappropriate language or anything which could be construed as being inflammatory, offensive, or inappropriate given our setting (e.g. advertising alcohol, etc.);
- Revealing attire i.e. above the knee shorts (cut-off jeans/sports shorts etc.) are not appropriate for work or crop tops, clothes made of see-through materials, any form of suggestive dress, etc;
- Any articles of clothing or jewellery which may present a Health and Safety hazard for you given the role you may perform particularly employees or volunteers who are operating machinery; or
- Inappropriate footwear when moving around the site, which would include open-toe shoes, flip flops, and high heels.

Personal Protective Equipment

When a risk assessment has been performed and the results of the risk assessment mean that it is compulsory for staff and volunteers to wear the suggested PPE, then they must adhere to the guidance.

2.2 Smoking

The Trust operates a smoke-free workplace. Smoking (which includes the use of e-cigarettes and personal vaporisers) is therefore strictly prohibited throughout all Trust premises, including any Trust vehicle.

Smoking is only permitted during designated break times and in the designated outside areas.

2.3 Computer Use - Including the use of email/Internet

It is very important that the Trust is able to keep its data secure. To assist with this, all employees and volunteers are required to comply with instructions that may be issued from time to time regarding the use of Trust-owned computers or systems.

You should ensure that when leaving your workstation for any lengthy period, that you lock your terminal, or log off if appropriate.

You must not attach any device to Trust IT equipment without authorisation from your Line Manager and you must not open attachments or click on links unless you know you can trust the source. Trust portable IT devices must be kept secure and password protected at all times.

Your computer password is an important piece of confidential information and you should treat it that way. Do not share it with others, and make sure that it is not written down anywhere where an unauthorised person can find it.

Firewalls and anti-virus software may be used to protect the Trust's systems. These must not be disabled or switched off without express permission from management.

Email

All email correspondence should be dealt with in the same professional and diligent manner as any other form of correspondence.

Trust email accounts should only be used for business registrations and communications. Personal email addresses should never be used for work purposes.

You should also take care that emails will be seen only by the person intended. Particular care should be taken when sending confidential information that the email has been correctly addressed, marked 'private' / 'confidential', and not copied into those not authorised to see the information. Sending confidential information via email without proper authorisation or without taking sufficient care to ensure that it is properly protected will be treated as misconduct.

2.4 Social Media

It is very important that the Trust is able to keep its data secure. To assist with this, all employees and volunteers are required to comply with instructions that may be issued from time to time regarding the use of Trust-owned computers or systems.

You should ensure that when leaving your workstation for any lengthy period, that you lock your terminal, or log off if appropriate.

You must not attach any device to Trust IT equipment without authorisation from your Line Manager and you must not open attachments or click on links unless you know you can trust the source. Trust portable IT devices must be kept secure and password protected at all times.

Your computer password is an important piece of confidential information and you should treat it that way. Do not share it with others, and make sure that it is not written down anywhere where an unauthorised person can find it.

Firewalls and anti-virus software may be used to protect the Trust's systems. These must not be disabled or switched off without express permission from management.

2.5 Alcohol and Drugs

The Trust's approach to the consumption of alcohol, drugs, and other substances (including legal highs) that have intoxicating and/or behaviour-altering effects or impair judgement (referred to in this policy as "other substances") is based on the need to ensure a safe and productive working environment. Because of the serious nature of the risks posed by the abuse of alcohol, drugs, and other substances in the workplace, any breach of the rules in this area will be treated as gross misconduct which will usually result in dismissal.

A volunteer will be regarded as 'under the influence' of alcohol, drugs, or other substances if their behaviour, speech, ability to concentrate or otherwise perform their duties is in any way affected. A volunteer will also be regarded as under the influence if they fail a drug, other substance, or alcohol test.

Dependency

Volunteers who have a dependency on alcohol, drugs or other substances may be offered support and encouraged to seek appropriate counselling or medical help.

Wherever a volunteer informs the Trust that they have a drug, alcohol or other substance problem this will, as far as possible, be treated in the utmost confidence. However the Trust may need to disclose particular circumstances to managers, regulatory authorities or others should this be necessary to ensure safety or compliance with legal requirements.

Drugs

The consumption, storage, distribution or sale of illegal drugs or any other behaviour-altering and/or intoxicating substance, including legal highs, on Trust premises or during working time is strictly prohibited. The Trust will report any illegal activities to the police or other relevant authorities.

You must not present yourself to volunteer under the influence of illegal drugs or any other substance taken for non-medical purposes.

Medicines and Prescription Drugs

It is your responsibility, when beginning any course of medication, to check whether it may adversely affect your ability to volunteer.

Alcohol

Consumption of even a small amount of alcohol may be sufficient to adversely affect you and could pose a risk to health and safety. Remember that alcohol remains in the bloodstream for up to 24 hours following consumption and that the consumption of a significant amount of alcohol in the evening may leave you unfit to work or volunteer in the morning.

You must not present yourself for work or to volunteer under the influence of alcohol. You must not consume any alcohol during working or volunteering time, lunchtime or during any break unless this has been specifically authorised by your manager.

Where alcohol is available at Trust organised events or occasions when you are representing the Trust – even outside working hours - it is important to behave responsibly and not drink to excess. Behaviour that reflects badly on the Trust may result in you being asked to exit as a Volunteer for the Trust.

2.6 Driving

Where driving is required as part of your job or volunteer role, it is your responsibility to ensure that you are legally qualified to drive. Licences will go through the Trust inspection procedure which requires us to check individual licences once a year with the DVLA, or as otherwise requested. The Trust will require you to share your driving licence information by supplying it with your driving licence number and a check code provided by the DVLA. If you receive any points on your licence you must inform the Trust of this immediately.

If you use your own vehicle to drive on Trust/work-related business, it is your responsibility to arrange to be insured for that business use (see use of own Vehicle section below for more detail). The Trust may require you at any time/annually to allow a copy of your insurance and any MOT test certificate to be made and kept in our records.

You are responsible for any driving offences committed while driving as part of your duties, including any parking fines. Dangerous, careless, inconsiderate or aggressive driving as well as causing a risk to others can be damaging to the Trust's reputation and can amount to gross misconduct.

It is your responsibility to advise the HR Department immediately, if your licence is endorsed or cancelled or you are convicted of or receive any charges in respect of any road traffic offences whatsoever. Such events may invalidate the Trust's insurance cover. Failure to provide the Trust with this information will mean that you will be fully liable for any damage or claims, which should arise following an incident or accident.

If, after an accident, the insurance company levies excess costs due to the driver's particulars not being in order (i.e. the Trust not having an up to date copy of the drivers' licence and there being excess points on this licence), then it is the responsibility of the driver to pay the excess costs. Failure to pay these costs may result in the employees' pay being deducted, subject to the restrictions of the Wages Act 1986.

If you are banned from driving for any reason, the Trust is not obliged to find alternative work for you and may choose to dismiss you if the ban renders you incapable of performing your duties as required.

All Trust vehicles are covered by appropriate insurance. Any infringement of insurance conditions by you could result in police prosecution and disciplinary action. You will be required to reimburse the Trust for any additional costs of obtaining insurance that is attributable to your driving record.

It is illegal to use your mobile phone whilst driving. This includes texting etc.

Volunteers should **never** use their mobile phone whilst driving on Trust business unless they do so on a properly installed hands-free system and traffic conditions mean that it is safe to do so. In most cases, it would be preferable to make any calls when the vehicle is stationary.

It is the driver's responsibility to ensure that they have adequately planned their trip and that any tolls or charges have been paid in advance of travel. Any tolls or charges paid can be reclaimed on an expenses form and submitted to the Finance Department for payment.

Any journey carried out on Trust business must be scheduled in such a way as to allow adequate rest breaks – usually one break of 15 minutes for two hours of driving. Where possible, driving on Trust business should be avoided either late at night or very early in the morning. Safety is the Trust's prime responsibility and you should not be required to compromise safety in any way when driving on Trust business. If you are concerned about any driving requirements you may have, then you should discuss these with your Line Manager and appropriate arrangements will be made to ensure that any work-related journey can be completed safely.

Trust Vehicles

If you are required to drive a Trust vehicle as part of your job or volunteer role and have consent to use it from your Line Manager then you must:

Sign the Trust vehicle log book at the start and end of a journey, noting the mileage;
Use the fuel card and return the vehicle with enough fuel for the next user. Receipts must be handed to the Finance Department;

Ensure that the vehicle is in a roadworthy condition, including checking that engine management lights or warning lights are not on and that the oil and water levels are at the right levels;

1. Check the tyre pressures;
2. Report any damage or fault immediately (include checking this upon return);
3. Report any incidents, however small, to the CEO, and obtain the details of any third parties which could be involved in a claim. Failure to do so will mean the individual will be liable for the claim and not the Trust.

The modifying, personalisation or customising of Trust vehicles is also expressly forbidden.

You are not allowed to give permission for any other driver to drive a Trust vehicle whilst it is in your care unless you have prior permission in writing to do so.

You are not allowed to take a Trust vehicle out of the United Kingdom without obtaining the written authority of the Chief Executive.

The Trust reserves the right in its absolute discretion to withdraw the Trust vehicles at any time and refuse any individual the use of a Trust vehicle, without giving any reason and without compensation.

Motoring Accidents in a Trust Vehicle

If you are driving one of the Trust's vehicles and are involved in an accident, you must exchange details with the other party including vehicle registration number, names, address, telephone number, name and address of the other party's insurer. You must notify the Chief Executive immediately, or if not, as soon as reasonably practicable if you are involved in any accident whatsoever involving a vehicle owned by the Trust.

Where the accident has resulted from your own negligence or lack of proper care you will be required to reimburse the Trust for all or part of the cost of the repairs. You are personally responsible for the payment of all fines incurred for traffic offences and those amounts may not be reclaimed as expenses. Any sums the Trust has to pay for offences committed by you will be deducted from your salary. Negligence when driving a Trust vehicle may also be taken as a disciplinary offence. You will promptly complete any such analysis or declaration of the use of Trust vehicles as the Trust may request.

Use of Own Vehicle

An individual's own vehicle will only be permitted for use if it is inappropriate or impractical to use a Trust vehicle.

Employees are entitled to claim reasonable expenses incurred during the course of their work, for example car parking charges and fares. All other expenditure should be cleared first with the individual's line manager.

If for some reason you have to use your own car for work then mileage can be claimed by filling in the mileage form that is available on the Google Drive, Staff Information. Mileage will be paid at 40p per business mile for the first 4000 miles and 25p thereafter.

If you are taking another member of staff as a passenger on a business trip in your own car then you can also claim 5p per business mile for each passenger carried. The Trust strongly encourages car sharing where possible to keep costs to a minimum.

When claiming mileage please be very clear about your journey and its purpose, including the postcode of your start point, end point and if it was a return journey e.g. ME18 6AH – TN18 4EY. Please see the list below for project postcodes.

Please see the list below for project postcodes.

- The Kenward Trust – ME18 6AH Pelican Court - ME18 5SS
- The Malthouse – TN22 1BS Green Court Bridge - CT4 5LU
- Upper Fant Road – ME16 8BU Mitchell Road - CT18 7QY
- Springfield Road – TN4 0RA Knowlton Walk - CT1 1HN

If you are travelling straight from your home address, then your usual commuting mileage must be deducted when making a claim.

Volunteers using their own car must have included in their own policy of insurance a clause, indemnifying The Kenward Trust against all third-party claims (including those concerning passengers) arising out of the use of the vehicle on official business.

2.7 Safeguarding

The Trust recognises that safeguarding vulnerable adults is a shared responsibility between employees, external agencies, professionals, residents, and their families. This policy sets out the responsibilities of the Trust as well as those of members of staff in respect of safeguarding its residents.

A vulnerable adult is any person aged 18 or over who is, or maybe, unable to take care of him or herself against significant harm or exploitation. This may be because he or she has a mental health problem, a disability, a sensory impairment, is old or frail, or has some form of illness. Because of his or her vulnerability, the individual may be in receipt of care service in his or her own home, in the community, or be resident in a residential care home, nursing home, or other institutional settings.

Safeguarding means protecting a vulnerable adult's right to live in safety, free from abuse and neglect. It is about people and Trusts working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented to, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

All volunteers and members of staff are therefore encouraged to behave in the best interests of the residents at all times and to provide the best possible standard of care they can.

Preventing Abuse from Occurring

The Trust is committed to taking all possible steps to prevent abuse of vulnerable adults from occurring and as such the Trust commits to taking the following steps to protect its residents:

- Thorough assessment of all employees and volunteers working with vulnerable adults by way of reference checks and DBS checks prior to commencing employment
- DBS checks will be completed periodically during employment, at least every 3 years
- Training of employees and volunteers to enable them to recognise acts of abuse
- Setting out clear procedures for employees and volunteers to follow in order to report acts of abuse
- Maintaining robust procedures for regulating any contact the employees of the home need to have with residents' property, money, or financial affairs;
- Communicating concerns to the appropriate officers of the local Safeguarding (Protection of Vulnerable Adults) Authority, and Care Quality Commission in line with current policies and authoritative professional guidance; and
- Making it clear to staff and volunteers that failing to report incidents or suspicions of abuse is itself abusive and may lead to disciplinary or criminal proceedings; and
- Operating systems of management, supervision, internal inspection, and quality control that have the potential to reveal abuse where it exists.

Reporting Abuse

If a resident discloses information that may be deemed a safeguarding risk during their stay or upon their discharge home then the volunteer must report it to the manager in charge of the area that they are volunteering in

Any volunteers who witnesses a situation in which a resident is in actual or imminent danger must use their judgment as to the best way to stop what is happening without further damage to anyone involved including themselves, either by immediately intervening personally or by summoning help from a member of staff immediately.

2.8 Duty of Candour

As a Trust registered with the Care Quality Commission we are required to comply with the statutory Duty of Candour. We have a duty to act in an open and transparent way in providing care to our residents.

The Trust will be open and honest with residents when something goes wrong with their care which causes or has the potential to cause harm or distress. All employees and volunteers are expected to cooperate with the Trust to ensure our obligations under the statutory Duty of Candour are met.

A Notifiable Patient Safety Incident is any incident that has resulted (or could have resulted) in a resident suffering unintended harm that results in death, severe harm, moderate harm or prolonged psychological harm (being psychological harm experienced by the resident for 28 days or more).

Reporting

Any volunteer who becomes aware of a possible Notifiable Patient Safety Incident must report the matter to the Registered Manager as soon as possible after the incident has been discovered and in any event within 48 hours.

Details of all Patient Safety Incidents shall be treated as confidential. Information should only be passed to the resident's family if they have given their consent.

2.9 Disclosure and Barring

The Trust will comply fully with the Home Office's Code of Practice on Disclosure and Barring and undertakes to treat all applicants for positions fairly, including ex-offenders in line with the Rehabilitation of Offenders Act.

For those positions where a criminal record check is identified as necessary, all application forms, job adverts, and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.

The Trust ensures that all those who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.

The Trust will ordinarily discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

Repeated Checks

The Trust may undertake a repeat request for a DBS check at any time during your employment, but ordinarily, every 3 years, and you are required to provide the relevant documentation needed at the time to undertake any repeat check.

Any failure to provide the documentation or information needed within 7 days of the request by the Trust may result in disciplinary action. If the Trust is unable to undertake a repeated DBS check due to your non-compliance then your employment may be terminated if there are concerns as to whether you are able to work with vulnerable adults.

Convictions

During your time as a volunteer with the Trust, you are required to immediately report to the Trust any convictions or offences with which you are charged, including traffic offences.

Storage of Disclosures and Information

The Trust complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information. We also comply fully with our obligations under the GDPR.

Disclosure information is never kept in an applicant's personnel file. It is always kept separately and securely in lockable, non-portable storage containers with access strictly controlled and limited to those who are authorised to see it as part of their duties in accordance with Section 124 of the Police Act 1997. We maintain a record of all those to whom disclosures and disclosure information has been revealed and we recognise that it is a criminal offence to pass the information to anyone who is not entitled to receive it.

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given. Once a recruitment (or other relevant) decision has been made, we do not keep disclosure information for any longer than is absolutely necessary in order to allow for the consideration and resolution of any disputes or complaints. Where appropriate, the DBS will be consulted and full consideration will be given to the data protection and human rights of the individual.

Once the retention period has elapsed, we will ensure that any disclosure information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, disclosure information will not be kept in any insecure receptacle (e.g. a waste bin or confidential waste sack). We will not keep any photocopy or other image of the disclosure or any copy or representation of the contents of the disclosure. However, we may keep a record of the date of issue of the disclosure, the name of the subject, the type of disclosure requested, the post for which the disclosure was requested, the unique reference number of the disclosure, and the details of the recruitment (or other relevant) decision taken.

2.10 Expenses

You will be reimbursed for authorised and legitimate expenditure reasonably incurred, i.e. travel, accommodation, agreed out-of-pocket expenditure. All expenses should be agreed beforehand with your Line Manager.

In order to claim expenses you must complete an expense claim form and support the claim by submitting valid receipts.

2.11 Trust Property

You are not permitted to use Trust property for any purpose other than its intended use. Trust property must not be removed from the premises unless with prior approval.

Damage to Trust Property

Any damage to or loss of Trust property must be immediately reported to your manager. If, following an investigation, it is found that as a result of your carelessness, negligence, or failure to comply with Trust procedures, or by wilful act, the Trust may ask you to reimburse for the full, or part, cost of making good the Trust's loss in respect of cash, stock, fixtures, and fittings, or property (including vehicles).

In the event that the Trust makes a claim to its insurers, for repair or replacement, or other losses incurred, it reserves the right to require you to pay any insurance excess that may accrue.

Before any decision is made to deduct, the matter will be fully investigated and you will be given an opportunity to state your case and appeal any decision.

Return of Trust Property

Upon termination of a volunteer agreement for whatever reason, you must return to the Trust all property belonging to the Trust including Trust vehicle, computer, equipment, keys, records, documents, within your possession or control belonging or relating to the affairs and business of the Trust and its customers.

Volunteers' Property

The Trust does not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises, and in particular, not to leave any items overnight.

Any loss or theft of items must be reported to your manager.

Lost Property

If you find any items of lost property they should be handed to your immediate Manager, who will retain the items for three weeks. The property will either be handed over to the police or disposed of accordingly.

2.12 COVID-19 Policy

The UK government has encouraged all eligible persons to be immunised in order to reduce the spread of COVID-19 infection throughout the population and to ensure that all vulnerable groups – including older people, pregnant women and those with underlying health conditions – are protected wherever possible.

The Company wishes to support the government's immunisation programme. To do this, we will encourage our staff to participate in the programme and to undergo COVID-19 immunisation wherever possible. However, this will not be mandatory. The Trust reserves the right to require all employees to comply with any future government requirements in relation to COVID-19, which could include social distancing, the need to self isolate, and so on.

Staff are expected to follow and adhere to safe working practices to prevent the spread of COVID-19.

All employees are requested to follow the guidelines promoted by Public Health England, the NHS and the World Health Organisation on infection control whilst at work and in their daily lives.

2.13 General

Statements to the media

Any statements to reporters from newspapers, radio, television etc. in relation to our business will be given only by Management.

Parking

If parking is provided by the Trust, all cars parked in such parking areas are parked at the owner's risk and must be parked so as not to obstruct access. It is your responsibility to ensure that your vehicle is parked in a safe area.

CCTV/ Security Cameras

If you find any items of lost property they should be handed to your immediate Manager, who will retain the items for three weeks. The property will either be handed over to the police or disposed of accordingly.

The Trust reserves the right to use closed-circuit television (CCTV) systems throughout its premises as deemed necessary and employees should expect all areas (other than those where use would contravene common decency) to be visible on a television monitoring system. Information obtained from systems will only be used in appropriate circumstances and with strict adherence to Data Protection Laws. This may include using recorded images as evidence in disciplinary proceedings.

Pets

You are not permitted to bring any pet animals to work with you, with the exception of any therapy dog with prior management arrangements for insurance purposes.

How We Resolve Issues

When problems arise in the employment relationship it is important that they are dealt with fairly and promptly. This section sets out the procedures that the Trust will follow in such cases.

3.1 Grievance Procedure

The Trust aims to be responsive to concerns raised by volunteers and if you are unhappy with something affecting you at work you are encouraged to raise this with your Line Manager. If that is not possible then you should speak to a member of the management team who will try to assist you in resolving any issue you may have. The following procedure is designed to be used when these informal attempts to resolve any dispute have not been successful.

Raising a Grievance

If you feel that the matter needs to be raised formally you should raise a grievance by making a written complaint, stating that it is being made under this procedure. You should give as much information about your grievance, including any relevant dates and times, as you can, so as to allow for any investigation into your concerns to take place.

A grievance will normally be dealt with by your Line Manager and should be addressed to them directly. Where the grievance is directly concerned with your Line Manager's behaviour, however, you should submit your grievance to another member of the management team who will arrange for somebody who is not directly involved in the issue to deal with it.

Grievance Hearing

A grievance hearing will then be arranged so that you can explain the issue and suggest how it can be resolved. You will have the right to be accompanied by a fellow employee or trade union official. The manager conducting the hearing will consider what you have said and may either deal with the matter immediately or decide to carry out further investigations. In that case, the hearing will be adjourned until the investigation has been completed.

Once the investigations are concluded, if new information comes to light, if it is considered appropriate, you may be invited into a reconvened meeting, to have the opportunity to consider and respond to the findings of the investigation. Following this, a decision on the outcome of your grievance will be made.

Allegations of Misconduct

Where an employee is making allegations of misconduct on the part of employees then the Trust may need to carry out an investigation into the allegations and pursue the matter through the disciplinary procedure. Where this happens, the grievance will be held over until the disciplinary process has been concluded.

Relationship with Other Procedures

Where your grievance relates to the conduct of other procedures such as the disciplinary or performance management procedures then the Trust may choose to either delay the consideration of the grievance until that procedure has been completed or to deal with the grievance in the course of that procedure or by way of appeal if that appears to be a fairer or more straightforward way of dealing with the issue.

Appeals

If you are dissatisfied with the outcome of a grievance then you may appeal. You should submit your appeal in writing within one week of being informed of the outcome of your grievance. Your appeal should be directed to the person named in the grievance outcome letter. An appeal hearing will then be convened and conducted by an appropriate member of the senior management team. You will have the right to be accompanied at the appeal by a fellow employee or trade union official. The outcome of any appeal will be final.

Equal Opportunities & Bullying and Harrassment Policy



4.1 Equal Opportunities Statement

We are an equal opportunity employer and are fully committed to a policy of treating all of our volunteers and employees equally in all aspects.

We will take all reasonable steps to recruit, train and promote our volunteer's team on the basis of their experience, abilities, and qualifications, without regard to race, religion or belief, sex, sexual orientation, pregnancy or maternity, gender reassignment, age, marriage, and civil partnership or disability. In this Policy, these are known as the "Protected Characteristics".

We will appoint, train, develop and promote on the basis of merit and ability alone. We will also take all reasonable steps to provide an environment in which all volunteers are treated with respect and dignity and that is free of harassment based upon any of the Protected Characteristics. We will not condone any form of harassment, whether engaged in by employees, volunteers, or by outside third parties who do business with us, such as clients, customers, contractors, and suppliers.

Employees and volunteers have a duty to co-operate with us to ensure that this policy is effective in ensuring equal opportunities and in preventing discrimination, harassment, or bullying. Action will be taken against any volunteer who is found to have committed an act of improper or unlawful discrimination, harassment, bullying, or intimidation. Serious breaches of this policy may result in the volunteer being asked to leave.

You should draw to the attention of your line manager any suspected discriminatory acts or practices or suspected cases of harassment.

Discrimination

The following forms of discrimination are prohibited under this policy and are unlawful:

- Direct discrimination – when someone is treated less favourably than another person because of a Protected Characteristic.
- Associative discrimination or discrimination by association – direct discrimination against someone because they associate with another person who possesses a Protected Characteristic.
- Discrimination by perception – direct discrimination against someone because it is thought that they possess a particular Protected Characteristic even if they do not actually possess it.
- Indirect discrimination - occurs where an individual's volunteer agreement is subject to an unjustified provision criterion or practice which e.g. one sex or race or nationality or age group finds more difficult to meet, although on the face of it the provision, criterion or practice is 'neutral'.
- Harassment – unwanted conduct related to a relevant Protected Characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that individual. You may complain of such offensive behaviour even if it is not directed towards you personally.

- Victimisation – when a volunteer is treated less favourably because they have made or supported a complaint or raised a grievance about unlawful discrimination or are suspected of doing so.
- Disability discrimination: this includes direct and indirect discrimination, any unjustified unfavourable treatment because of something arising in consequence of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can support you as appropriate.

If you experience difficulties whilst volunteering because of your disability, you may wish to contact your line manager to discuss any reasonable adjustments that would help overcome or minimise the difficulty. Your line manager may wish to consult with you and your medical adviser about possible adjustments. We will consider the matter carefully and try to accommodate your needs within reason. If we consider a particular adjustment would not be reasonable we will explain our reasons and try to find an alternative solution where possible.

We will monitor the physical features of our premises to consider whether they might place anyone with a disability at a substantial disadvantage. Where necessary, we will take reasonable steps to improve access.

4.2 Bullying and Harrassment

We are committed to providing a working environment free from harassment and bullying and ensuring all staff and volunteers are treated, and treat others, with dignity and respect. This includes harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions.

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment. It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to a Protected Characteristic. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include (this is a non-exhaustive list), for example:

- (a) unwanted physical conduct or "horseplay", including touching, pinching, pushing and grabbing;
- (b) unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless);
- (c) offensive e-mails, text messages or social media content;
- (d) mocking, mimicking or belittling a person's disability.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment.

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority but can include both personal strength and the power to coerce through fear or intimidation.

Bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include (this is a non-exhaustive list), by way of example:

- (a) physical or psychological threats;
- (b) overbearing and intimidating levels of supervision;
- (c) inappropriate derogatory remarks about someone's performance;

Legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

4.3 Procedure

If you are being harassed or bullied, consider whether you feel able to raise the problem informally with the person responsible. You should explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this is too difficult or embarrassing, you should speak to your line manager who can provide confidential advice and assistance in resolving the issue formally or informally. If informal steps are not appropriate or have not been successful, you should raise the matter formally under our Grievance Procedure.

We will investigate complaints in a timely and confidential manner. The investigation will be conducted by someone with appropriate experience and no prior involvement in the complaint, where possible. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. We will consider whether any steps are necessary to manage any ongoing relationship between you and the person accused during the investigation.

Once the investigation is complete, we will inform you of our decision. If we consider you have been harassed or bullied by an employee or volunteer the matter will be dealt with under the Disciplinary Procedure as a case of possible misconduct or gross misconduct. If the harasser or bully is a third party such as a customer or other visitor, we will consider what action would be appropriate to deal with the problem. Whether or not your complaint is upheld, we will consider how best to manage any ongoing working relationship between you and the person concerned.

Volunteers who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.




Kenward Trust
transforming lives, creating new futures

Registered Charity no. 1146481. Registered in England no 07931728



Volunteer Induction Pack

We could not continue providing the breadth of our services without the support of our fantastic volunteer team.

Kenward Trust
transforming lives, creating new futures



VOLUNTEERING FOR KENWARD



Kenward Trusts offers residential rehabilitation in Kent for those with alcohol and drug addiction issues, as well as supporting family and friends or those affected by addiction. For the relief of sickness and poverty among alcoholics and drug addicts, the destitute and other persons in a state of poverty, in particular, but not exclusively by the provision of a home or homes for their rehabilitation treatment and shelter and to do this in a manner consistent with Christian principles and values.

We rely heavily on the support of the local community for our services to continue and we always have a range of diverse opportunities for individuals to take part in, from youth work, helping our animal carers, working in our therapeutic gardens, to supporting our clinical team with driving. For this we thank you for your help in this way.

Meeting the 5 CQC KLOE Standards

Key Lines of Enquiry

The CQC centre their inspections around things that matter to people. They ask 5 key questions about the service before rating it in any way to set a standard.

Are they **SAFE**? This means whether you are protected from abuse and avoidable harm.

Are they **EFFECTIVE**? Has the service provided you with effective care, treatment, and support to achieve good outcomes? It should help you maintain a certain quality of life.

Are they **CARING**? Caring is perhaps one of the most important aspects of the social service organization. This question asks whether the staff and management treat you with kindness, compassion, and dignity.

Are they **RESPONSIVE**? to people's needs? An organization needs to be receptive to the people it is providing care for. The service exists to meet your needs; thus, this is an important question to ask.

Are they **WELL LED**? Every organization or service has a hierarchical structure and management that make sure it is providing high-quality care according to your specific needs. It has an attitude of helping, learning, and working towards innovation, promoting open and fair culture.

HEALTH & SAFETY



Fire Procedure for Kenward House

YOU MUST Make sure you:

- On arrival into building SIGN IN
- On exit of the building SIGN OUT

If fire alarm goes off:

- Leave building immediately do not wait to collect personal belongings
- Staff Member in office must pick up Emergency bag and sign in/out book by EXIT Door
- Close Fire Doors as you leave



- Go to Muster Point in the Car Park
- Wait for Fire Marshall to sign register

**There will be a regular Fire Drill
and a weekly fire alarm test on a Tuesday at 1.30**

What To Do If There is a Fire - Step by step guide

Prevention is better than the cure

All workplaces have their own, individual fire safety measures and plans in place, it is your responsibility to familiarise yourself with them. In addition, familiarise yourself with these general tips about what to do if ever there's a fire in your area of work.

Step 1 – Raise the Alarm

Anyone discovering a fire should raise the alarm immediately, regardless as to how small the outbreak is or how innocuous it appears to be. Fires can develop very quickly and every second counts.

The Fire & Rescue Service should be called, with the name, address and full postcode of the property given clearly, along with any helpful information such as the fire type and location. If the alarm has sounded automatically, assigned office fire marshals should investigate the alarm condition as everyone else evacuates the building. If it is a genuine fire condition, and if the fire is small and manageable (about the size of a waste paper bin on fire), and the appropriate type of fire extinguisher is available, then somebody may attempt to extinguish the fire, but only if they have been trained to do so. They should make sure that their escape route is never compromised by the fire, as well as ensuring they are confident that they understand the fire type and adjacent risks. Similarly, they should retreat if, despite their best efforts, the fire continues to grow. Fire marshalls will "sweep" their designated areas of the building to ensure that everyone is out safely.

In Summary:

- Raise the alarm.
- Call the Fire Service.
- Fire Marshals should check escape routes.

Step 2 – Evacuate

Evacuation should be prompt and calm, with everyone making their way to the designated assembly point.

Any hazardous machinery or processes should be shut down in line with the fire evacuation procedure for the site.

Do not stop to collect any personal belongings, and never use lifts in the event of a fire – this is because the lift could stop working, trapping you inside, or the doors could open on the afflicted level and expose the occupants to flames, heat and toxic gases.

Head directly to the nearest emergency fire exit. Put your hand against any doors you go through to check that the fire is not on the other side, and the last person out should try to close doors behind them to prevent the fire spreading through the building's "fire compartments" and also to reduce the level of oxygen available in any room to feed the fire.

If the escape route is affected by smoke, drop down onto the ground and crawl, as the available air will be cleaner closer to the ground.

In Summary:

- Be prompt and calm.
- Turn off any hazardous machinery.
- Do not stop to collect personal belongings.
- Head to the nearest fire exit.

Step 3 – Get to the Assembly Point

One of the most important steps in any fire evacuation plan is choosing an assembly point.

The location of the assembly point must be easily accessed by all exiting persons and should have safe access for the emergency services.

Once you have exited the building, everyone should meet at the designated assembly point. A headcount (or nominal roll call) should be performed, making sure that any visitors are accounted for.

You should not re-enter the building until told to do so by an attending Fire Officer.

In Summary:

- Meet at assembly point.
- Headcount.
- Don't re-enter building.

If You Become Trapped Inside

Try and get to a room with a window.

If you're on the first floor, open a window and lower yourself to arm's length, then drop to the floor.

Never jump from a window and make sure to first throw down some soft materials onto the ground outside.

If you're too high up to attempt this, then use the window to call for help and also call 999.

Block the gaps under doors with materials such as clothing, bedding, towels etc. to prevent smoke from entering.

If your clothes ever catch fire, don't run around as this will fan the flames; instead, remember:

- Stop
- Drop
- Roll

Stop immediately, drop to the ground and roll to smother the flames.

H&S Induction Training Record

Fire Safety	Tick	Notes
Have you read and understood the fire Plan, and what to do in an event of a fire and fire Drill?		
Are you aware of where the call points, fire equipment and Muster points are on site?		
Have you had your induction day/tour with the Training Lead?		
Have you been told who the First Aiders and Fire Marshall are been shown where you can find these?		
First Aid	Tick	Notes
Have the emergency first aid procedures been explained?		
Has the location of the nearest first aid kit been shown?		
Have you been shown where the accident book is kept, and the procedures on reporting these and incidents?		
General Safety Issues	Tick	Notes
Has it been explained to you where to go, who to call, who to ask for help and advice regarding safety issues?		
Have you been made aware of the risks associated with work tasks that you are expected to carry out?		
Have the rules on smoking been explained to you?		
If you are driving residents, have you sent your driver licence check code to HR. Is your business insurance in place if needed and have you had your vehicle check completed by a member of the estates team?		
Have you been made aware of the company Health and Safety policy?		
Have you read and understood the Employee Health and Safety Handbook and signed to confirm this?		

This will be completed with your Line Manager or Health and Safety Manager

Think safely. Do not do anything that you are not trained to do. Workplaces can be dangerous places. Slips, trips and falls are a major accident cause. Ensure that your work area is kept clean and tidy at all times.

IF IN DOUBT – ASK YOUR LINE MANAGER

Employee signature		Date	
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TRAINING REQUIREMENTS

ONLINE TRAINING (Flexebee)	Mandatory	Provider	Clinical	Non-Clinical	Kitchen/ Housekeeping etc
ALL STAFF					
Mental Capacity Act and Deprivation of Liberties Awareness	Y	Flexebee	Y	Y	Y
Fire Safety	Y	Flexebee	Y	Y	Y
Emergency First Aid Awareness	Y	Flexebee	Y	Y	Y
COSHH	Y	Flexebee	Y	Y	Y
Data Protection(GDPR)	Y	Flexebee	Y	Y	Y
Safeguarding Adults)	Y	Flexebee	Y	Y	Y
Equality and Diversity	Y	Flexebee	Y	Y	Y
Understanding Drug and Alcohol use	Y	Flexebee	Y	Y	Y
Health & Safety/Lone Working	Y	Flexebee	Y	Y	Y
Infection Control	Y	Flexebee	Y	Y	Y
Epilepsy Awareness	Y	Flexebee	Y	Y	Y
Communication & Record Keeping	Y	Flexebee	Y	Y	Y
Preventing Radicalisation	Y	Flexebee	Y	Y	Y
Conflict Resolution	Y	Flexebee	Y	Y	Y

The above are examples of training we would ask you to undertake as a volunteer, depending on your role.

Below is a list of the training you are required to complete for your role.

COURSE TITLE	Your Required Training
Mental Capacity Act and DOLS	
Fire Safety	
Emergency First Aid Awareness	
COSHH	
Data Protection	
Safeguarding Adults	
Equality and Diversity	
Understanding Drugs and Alcohol Use	
Health and Safety	
Lone Working	
Infection Control	
Epilepsy Awareness	
Communications and Record Keeping	
Preventing Radicalisation	
Conflict Resolution	
Risk Assessment	
Professional Boundaries	

VOLUNTEER HANDBOOK LINKS TO RELEVANT POLICIES

These will be emailed to you separately (or you can click on the link below)

[Organogram](#)

[Health and safety_policy / handbook](#)

[Whistleblowing](#)

[Safeguarding](#)

[Data protection](#)

[Equal Opportunities / Discrimination](#)

[Volunteer_policy](#)

[Equality & Diversity Policy](#)

[Lone working](#)

[Health & Safety](#)

[Risk Assessment](#)

Kenward Trust

transforming lives, creating new futures



THANK YOU

Your Copy

CONFIDENTIALITY

All our volunteers are asked to read and sign a confidentiality form. Confidentiality means keeping things private.

We ask that volunteers do not reveal the names and addresses of other volunteers or clients without their permission.

No private information should be talked about outside of where you will be working.

If someone tells you something private that worries you for any reason, it is okay to talk to your supervisor at the workplace or to your manager.

If you are working with older people, or people who are lonely, do not encourage them to give you private information. You can help by telling them to be careful about what they say.

We also respect the confidentiality of each volunteer.

This means that any information we have about you, including your references, will not be shared with anyone unless you give us permission.

It is up to you how much you want to tell us about yourself and what help you will need to be a volunteer. However, the more you can tell us will help us to support you better. We won't tell the people you will be working with about your support needs unless you say that it's okay to do so.

Statement

During registration I have been told about how Kenward Trust works and I have understood the confidentiality pledge. I agree to follow the above guidelines and I will not use my position as a volunteer to harm those who I may be helping in any way.

Name

Signature

Date

Signed in the presence of

HR Copy - please sign and return

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Name

Signature

Date

Signed in the presence of

VOLUNTEER AGREEMENT

This Volunteer Agreement describes the arrangement between Kenward Trust and you.

We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: The Organisation

Your role as a volunteer is to support the team at Kenward Trust in maintaining a professional and high quality service for residents. This volunteering role is designed to work on our site at Yalding providing support to the team.

You can expect Kenward Trust to provide:

1. Induction and training

- To provide a thorough induction on the work of the Kenward Trust, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you regularly to discuss your volunteering role and any successes and problems.
- To do our best to help you develop in your volunteering role with us.

3. Expenses

- To reimburse travel expenses from home to Kenward Trust, upon receipt of a Kenward Trust Expenses Form.
- Where specialist clothing is required, it is to be provided by you.
- Please keep all your receipts will need to be submitted to us with a Kenward Trust expenses form.
- Expenses will be paid on a monthly basis.

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy.

5. Insurance

- To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us

6. Equal Opportunities

- To ensure you are treated in accordance with our Equality Opportunities Policy.

7. Problems

- To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us.
- In the event of an unresolved problem, to offer you an opportunity to discuss the issues with a member of our HR Team.

8. Termination

- If it is necessary to terminate your voluntary work with us, we will give you one week's notice. Where behaviour equivalent to gross misconduct has occurred this will be immediate.
- In all cases we will give you an explanation of the decision and action taken.

Part 2: The Volunteer

We expect you:

- To help the Kenward Trust fulfil its role in supporting service users who are working towards a better future and to perform your volunteering role to the best of your ability.
- To act appropriately and respectfully with our residents
- To never be under the influence of alcohol or drugs whilst volunteering
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and residents.
- To maintain the confidential information of the organisation and of its clients, and to sign a Confidentiality Agreement confirming this.
- To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible.
- To provide referees as agreed who may be contacted, and to agree to a DBS check being carried out as appropriate

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Name

Signature

Date

Signed on behalf of Kenward Trust

Date

HR Copy - please sign and return

VOLUNTEER AGREEMENT

This Volunteer Agreement describes the arrangement between Kenward Trust and you.

We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: The Organisation

Your role as a volunteer is to support the team at Kenward Trust in maintaining a professional and high quality service for residents. This volunteering role is designed to work on our site at Yalding providing support to the team.

You can expect Kenward Trust to provide:

1. Induction and training

- To provide a thorough induction on the work of the Kenward Trust, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you regularly to discuss your volunteering role and any successes and problems.
- To do our best to help you develop in your volunteering role with us.

3. Expenses

- To reimburse travel expenses from home to Kenward Trust, upon receipt of a Kenward Trust Expenses Form.
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Name

Signature

Date

Signed on behalf of Kenward Trust

Date

HR Copy - please complete and return



Registered Charity Number 1146481

PERSONAL DETAILS FORM

Name:	
Address:	
Telephone:	
Email:	
Date of Birth:	
Nationality:	
Next of Kin details:	
(1) Name:	1.
(2) Address:

(3) Telephone Number/s:
(4) Relationship:
	2.
(1) Name:
(2) Address:

(3) Telephone Number/s:
(4) Relationship:

National Insurance No: (only if driving for the Trust)	
Essential Medical Information:	
Any Other Useful Information:	
Signed and dated: Date:



Volunteer Handbook Receipt



This handbook has been drawn up by the Trust to provide you with information on their policies and procedures that relate to you as a volunteer.

If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with a member of management.



Please sign slip and return to HR

I acknowledge I have read and understood the policies and procedures contained within this handbook and I will access the risk assessment links. I have signed and returned the required forms to HR.

Received by (name) (Volunteer)

Signed.....

Date.....