Litter

One person can make a difference

Your Volunteer Handbook

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Hello and welcome
Thank you for choosing to volunteer with Litter Watch and for helping to make the environment better for people in Sandwell. We value our volunteers and want everyone to enjoy being part of Litter Watch. By donating your time, skills and experience you're making our services possible and enabling us to extend our support. We want to do all we can to help you settle into your role and this handbook will give you some useful information about volunteering with us. Please do get in touch with your supervisor if you have any further questions or suggestions.

With thanks for all your support.

Alicia Wingfield

Chief Officer
Litter Watch

Our mission

Our mission is to change the behaviour of people in Sandwell to help them live in a more sustainable way.

Our work



Your volunteering

Volunteers are at the heart of Litter Watch and we'll do everything we can to make sure that you have an enjoyable and rewarding volunteer experience. Here's an overview of what you can expect while volunteering with us…

What can you expect from us?

- We will give you a clear and defined role profile
- We will offer flexibility within volunteering opportunities and take into account any caring and other commitments that you have
- We will provide an induction on the work of Litter Watch and give you the appropriate training and tools to carry out your role effectively
- Our staff are trained to support volunteers. A named supervisor will monitor your volunteering and discuss development opportunities
- We will give volunteers a voice within the organisation – we'll ask for your views and ideas whenever we can
- We will cover reasonable out of pocket travel expenses
- We will have adequate insurance to cover you while undertaking voluntary activities authorised by Litter Watch
- We will follow the policies, procedures and standards of the organisation in relation to volunteers
- We will resolve any concerns promptly and fairly
- We will provide references for people who have actively volunteered their time for us
- We will operate within the spirit of equality, diversity and our values
- We will celebrate your successes and recognise your achievements

What do we expect from you?

- You'll engage with your volunteering to the best of your ability
- You'll perform tasks and undertake training in line with your role
- You'll support our values and show respect to your fellow volunteers, users and staff
- You'll volunteer within the organisation's health and safety policies and the boundaries of your role
- You'll respect the confidentiality of the organisation and its members
- You'll keep staff informed about your voluntary work and feedback to us about your activity
- You'll bring any comments or concerns you might have to the attention of your supervisor
- You'll maintain the good name and reputation of Litter Watch throughout your time as a volunteer.

How we'll support you

Induction and training

We want you to feel happy and prepared in your volunteering role. This handbook offers a warm welcome to Litter Watch, an induction to the organisation and answers many general volunteering questions. Some roles may require a more specific induction and this will be offered through a tailored training programme.

Your training will vary depending on your role. Ongoing training will be offered as appropriate to your role and your needs. As your volunteering progresses, we also offer relevant

development opportunities for those who want them. Further training and guidance are also available should you feel unsure of what is required or how to fulfil your potential within a role.

Supervision and support

Providing support and supervision to our volunteers is very important to us. We want you to feel comfortable and confident in your role and you'll have a named supervisor for ongoing support during your time with us. Your supervisor will be approachable and available if you have any needs, concerns, questions or ideas.

This support can be offered in person, on the phone or online, depending on the nature of your role. There'll be opportunities for catch-ups with your supervisor to review your volunteering and to update you on what's happening at Litter Watch. We'll also be staying in touch with regular emails.

You've signed up… now spread the word! We'd love you to tell your friends and family about your volunteering and the work of Litter Watch. Let them know what you've been up to via Facebook and twitter (@Litterwatch1). If you know someone who'd like to join us, we are always developing new volunteer roles.

THE ESSENTIALS

When volunteering with us you'll need to be aware of the following policies and procedures. Please take a few minutes to give them a good read through and do get in touch if you have any questions.

What is a volunteer?

A volunteer is someone like you who registers with Litter Watch to take on a defined role and offers their time, skills and expertise free of charge in order to help people in Sandwell. These roles have been specially created as volunteering opportunities and we will not ask any volunteer to carry out a role which should be assigned to a member of staff.

Who are our volunteers?

We aim to recruit from all areas of society to ensure our voluntary team is diverse. Litter Watch is committed to equal opportunities and wants to ensure our opportunities, services and support are accessible to all.

How we recruit

All volunteers will be asked to complete a short registration form which is tailored to your chosen volunteer opportunity. Some roles require more specific skills or experience and may involve a longer application process, including an informal interview. We may also need to request references and you'll be notified during recruitment if this is required for your role. As some roles do require specific skills or experience, not all applicants will be successful. We will provide useful feedback and suggest alternative roles where possible to match your interests, skills and suitability. We will always aim to place volunteers into the role most appropriate for them.

Your age

Litter Watch volunteers must be aged over 18. Should anyone under 18 wish to volunteer they must be accompanied for the duration of the opportunity by someone aged over 18 who will take on responsibility for the activity and all participants.

Security checks

Some roles may require you to complete an enhanced Disclosure and Barring Service (DBS) check. This will be free of charge. Any volunteer required to complete a DBS check will be notified in advance. Only relevant offences will be considered when

evaluating an applicant's suitability and data obtained from DBS checks will only be available to appropriate members of staff. Please contact your supervisor if you'd like to discuss this further.

Your expenses
Litter Watch believes you should never be out of pocket through volunteering. We will reimburse reasonable expenses when supported by receipts and agreed in advance. Expenses should be submitted to your supervisor within one month of you paying out.

We cannot make a contribution towards car insurance if used for your volunteering role. Please discuss this directly with your insurance company to see if your policy covers use as part of volunteering.

Your commitment
Our roles are designed to be as flexible as possible to accommodate your other commitments.

If your role requires you to volunteer at a specific time, it would be helpful if you could let us know in advance if you're unable to make the session. However, we understand that sometimes things come up at short notice and notifying us may be difficult. In these situations, we will look forward to seeing you at your next session and if there's anything we can do to help you manage your volunteering/ life balance please do get in touch.

Confidentiality
In the course of your volunteering you may have access to confidential information relating to Litter Watch, its members and other people you may encounter through your volunteering. We expect you to keep this information confidential and not to disclose this information to anyone other than your immediate staff team during your volunteering or at any time afterwards.

If you should ever be concerned about another individual during the course of your volunteering, it is important that you speak to your supervisor.

Your privacy
We sometimes take photographs of volunteers for use in recruitment materials or to promote the work of Litter Watch. If you'd prefer we didn't use your image, please make sure you let your supervisor know and we will respect your wishes.

Copyright and Data Protection
All copyrights and any other intellectual property rights in connection with your volunteering role belong to Litter Watch, unless otherwise agreed. Personal data about our volunteers is held in line with data protection legislation. All volunteers have the right to access any personal information that is held by Litter Watch.

Representing us
When carrying out voluntary work for Litter Watch, you are also a representative for the organisation. You're responsible for presenting a positive image of Litter Watch and must share our values of respect, fairness and support. If you are ever unsure about what to say, write or wear during the course of your volunteering, just ask your supervisor for tips and advice.

In the media
While we want you to share your personal experiences and tell others about Litter Watch, we would never expect you to be our spokesperson. No comments should be made to media organisations as a defined 'Litter Watch volunteer', unless you've been asked to do this by a staff

member. If you do receive any media or public speaking enquiries, please contact your supervisor who will then direct the enquiry to the relevant staff department

Your health and safety
Litter Watch has appropriate types of insurance in place to cover our volunteers.

We are committed to ensuring your wellbeing and safety while volunteering for us. In turn we expect our volunteers to help maintain a safe volunteering environment for all. We expect you to take reasonable care for the health and safety of yourself and other people who may be affected by your actions. For some activities it is recommended that volunteers conduct a risk assessment or take out specific insurance to cover the event, these guidelines will be issued for the relevant roles. Please ask your supervisor if you'd like a copy of our Health & Safety Policy.

Your achievements
During your time with Litter Watch, you will keep us up to date with your volunteering by regularly filling out a simple feedback form. This information will help us share the impact volunteering can have in improving the environment in Sandwell. It will also enable us to feedback to you about the success of the volunteering programme as a whole, as well as your own individual achievements.

References
All volunteers can request a reference from their supervisor for use in applications for work, education or other volunteering opportunities.

Leaving
We understand that your availability can change over time; please speak to us if you would like to change your role or time commitment. If you do decide to leave or want to put your volunteering on hold for a while, all we ask is that you let us know as soon as possible. You are under no obligation to serve a notice period and we thank you for the support you have been able to provide.

Resolving concerns
If you have a problem or concern about any aspect of your volunteering role, it is important you speak to your supervisor as soon as possible for advice and support. If it feels more comfortable, you can also speak to the Chief Officer at any time. We take the concerns of our volunteers very seriously and will make every reasonable effort to resolve them at the earliest opportunity in line with our Complaints Procedure.

You can read more about what to do if you encounter a problem in our Complaints Procedure, which is available from your supervisor. If you'd like to read our more detailed Volunteering Policy, please request a copy from your supervisor. It is also available on the Litter Watch website.

Contact information
Here's how you can contact Litter Watch:

By email:
volunteer@litterwatch.org.uk

By telephone: 0121 557 6970
Visit
http://www.litterwatch.org.uk/volunteering