



Essential Policies and Guidelines for Volunteers

The Hamlet Charity has been supporting children and adults with disabilities in Norfolk since 1972. We are a small, ambitious organisation, and the main reason why we can achieve all that we do is because we have the support of a group of fantastic & motivated staff and volunteers like you, who care about the people we help.

This sheet is a summary of some key information that you'll find handy when you spend time with us. If you have any questions, don't hesitate to ask one of our staff.



Our belief is that everyone:

should be happy and safe,

is unique and valued,

can explore choice and opportunities,

is encouraged to unlock their potential,

can communicate in their own way,

and is part of the wider community.

Things to remember...

- Please try to arrive promptly - before each session the leader will give a briefing with any key information that you will need to know. After the session there will be a debrief for all staff and volunteers.
- If you ever have questions or are unsure about anything, please ask a staff member for guidance.
- You should never be asked to do something you don't feel confident or comfortable doing. If you need help, ask & always speak to the Activity Leader if you're not happy doing something.
- Please make sure you have read any support plan or key information about any child/adult you are supporting on the day you volunteer. If you are involved in a planned activity or outing make sure you have familiarised yourself with any risk assessment.
- Volunteers should never be out of pocket, when they're volunteering— we're more than happy to refund your travel and expenses. Just keep your receipts and bus tickets/records of mileage.

Roles and Boundaries

People who work or volunteer with people with disabilities often get to know them really well, and to quickly strike up a great rapport! Sometimes this can cause confusion, people with a disabilities often find it hard to negotiate and interpret relationships. You may find a child/adult becomes attached to you, asks you to give personal details, e.g. inviting you to be 'friends' on Facebook, or to a social event. As a member of the Hamlet team (staff or volunteer) you are in a professional "befriending" capacity and have a responsibility towards our service users.

Hamlet volunteers should not:

- give out their personal details to children, students or adults.
- connect with our children, students or adults on social media.
- meet service users outside of the Hamlet.
- engage in physical contact, unless an individual is in imminent danger.



Keep it Private!

Whilst volunteering with us you are likely to have access to some personal information about our users. This could include anything, from their address and phone numbers, to medical diagnoses, behavioural issues and family information. It is very important that this information is kept private and safe. You may need to be told some information to carry out your role, but should remember that, if it is shown to you, it is for your eyes only. Never give information about someone we work with out to another person and please take care to keep this information secure and private. This forms part of the Hamlet guidelines on protecting personal data and respecting the dignity and confidentiality of our members. If you have any questions or concerns please speak to a manager or senior staff member.



Safeguarding contacts and telephone numbers

Safeguarding Lead Officer Children Centre:

Emily Lown Telephone: 01603 766566

Safeguarding Deputy Officer Children Centre:

Jayne Buckingham Telephone: 01603 766566

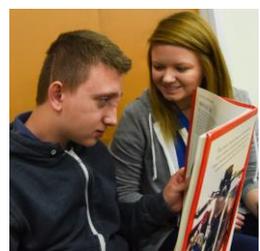
Safeguarding Lead Officer Adult Centre:

Lorraine Ewing Telephone: 01603 616094

Safeguarding Deputy Officer Adult Centre:

Jen Inglis, Bev Todd Telephone: 01603 616094

The Hamlet is committed to keeping our members safe from harm



The Hamlet is committed to keeping our children and vulnerable adults safe from harm, both whilst they are with us and when they are away from us. When you're with us, you'll need to ensure that you pay attention to the well-being of the members you are supporting. This means looking out for any signs at all that those people are not ok. This could include, but is not limited to:

- Someone telling you there is something wrong or something bad has happened.
- Something unusual in their appearance (having injuries, looking uncared-for, appearing upset, 'out-of-sorts' or fearful).
- Having unusual relationships, inappropriate to their age/development (e.g. meeting people from the internet, having a much older boyfriend/girlfriend, elements of control or bullying in the relationship) or being secretive.
- A sudden change in their usual behaviour.
- Sexual knowledge/language or acting-out, that is not appropriate to their age and/or understanding.

If something feels wrong, doesn't sit quite right, leaves you frowning or just makes you feel a bit unsettled, then listen to your gut instinct. Something might be wrong and you might be the only person who knows about it. If you have any concerns at all, about any member you must tell a manager or senior member of staff straight away.

Staff & Volunteers Code of Conduct

- Treat all children and vulnerable adults with respect and dignity
- Ensure their welfare and safety is paramount at all times
- Always act respectably and responsibly
- Communicate professionally and kindly
- Only use physical contact if absolutely necessary and appropriate
- Avoid being alone with vulnerable adults, young people and children at all times except where strictly necessary and appropriate, and agreed with a senior member of staff
- Listen to, and act upon, any concerns of abuse
- Undertake appropriate training as required
- Do my best to make activities fun and enjoyable!

I have read this information sheet (2019 v.1) and agree to the code of conduct.

Printed Name Signed..... Date.....

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Children Centre: Johnson Place, Norwich, Norfolk NR2 1SJ T: 01603 766566
Adult Centre: Ella Road, Norwich, Norfolk NR1 4BP T: 01603 616094
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