



Volunteer Handbook

Yes! Brixham





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About Yes!

Yes! Brixham is based at The Edge, a thriving community hub in the middle of Brixham, a coastal tourist town in South Devon. Brixham is principally known for its fishing industry and has an international reputation for the variety of high quality fish it supplies to many top restaurants. The three towns of Torquay, Paignton and Brixham make up Torbay, and Brixham, with a population of around 17,000, is the smallest of the three towns.

However Brixham, like many other fishing communities, has felt the harsh realities of the decline in traditional industries and this, amongst other things, has contributed to the challenge of lack of regular employment and affordable housing.

There is a local need for creative and innovative initiatives to help and support residents of all ages to thrive, particularly young people facing unemployment and insufficient affordable accommodation and older people feeling isolated and excluded.

Since 1996, Yes! has been striving to address these issues through the provision of information, support, volunteering opportunities and activities which empower people of all ages to feel valued members of their local community and build up transferable skills through lifelong education, training and employment. There is also a host of activities and services available which improve individual wellbeing and community cohesion including: gardening on the community allotment, music workshops, yoga workshops, shower and clothes washing facilities, chill out spaces, and a café to meet friends, a charity shop owned by us which provide volunteering and employment opportunities.

Turning someone's life around doesn't happen overnight and so we have supported individuals over many years, helping people of all ages to value themselves and recognise their strengths, secure jobs, homes and a better life for themselves, leading to happy and positive outcomes for each person and an active contribution to their local community.

As an integral part of the local community, we provide and engage in activities that help to nurture and promote positive intergenerational relationships, giving people young and old opportunities to make significant contributions within their own families and the wider community. We dedicate ourselves to responding to the needs of local people, reducing loneliness and making the town work for all of us, and we improve health and wellbeing by removing barriers to independence for vulnerable people.



Yes! History

Yes! Brixham was established in 1996 as part of a Devon based service for young people and was the only one of its kind in Torbay. We started out in the humble surroundings of a garage behind Brixham's old Post Office over 20 years ago, initially set up as an advice, guidance and counselling service for young people working closely with the statutory Youth Services as well as supporting the wider community through working alongside the local voluntary and community sector.

The Post Office relocated and the building was sold and we moved to the 3rd floor of a bigger building in Fore Street. It was far from ideal however, so we began looking for more suitable premises and in 2000 we moved into part of the Town Hall, where we stayed for the next ten years. During that time, we became more than just an information and support service, becoming more pro-active in empowering young people by developing and delivering more activities. A Young Volunteers programme was established which enabled young people to make a positive difference in their community. With adult support, they organised an annual Free Fun Day, a Christmas Grotto for all the children in the town and Tea Dances in the adjoining Scala Hall were also organised for older people within the community. We also began working more broadly across the generations, moving into community development work involving participants and beneficiaries of all ages.

In 2011 we relocated to The Edge, a Grade II listed building and former United Reform Church built in c.1843, and our current home. The Edge was purchased by kind benefactors who initially allowed us to rent the building and who have since sold the property to us, which we now own outright. We have also now developed a portfolio of affordable accommodation premises and we aim to develop this further to help support local people to find suitable accommodation in their community.

Staff and trustees continue to work hard to maintain YES as sustainable community business. All of our trustees and staff are local people, many starting out as young volunteers, and all of our activities are led by local people.

We have developed an Asset Based Community Development approach to working with people, focusing on their strengths and positive attributes and seeking to support and encourage communities to realise their ambitions and aspirations.



Our Vision

A vibrant Brixham where everyone feels valued, connected and able to live a fulfilled life.

Our Mission

To create a welcoming and supportive space where people of all ages and all backgrounds can come together to create opportunities.

Our Ethos

We don't do things for, at or to people - we do things with people.

Our Values

- We treat people with kindness
- We respect difference
- We are inclusive and welcoming
- We are led by our community
- We see the potential in everyone
- We are supportive
- We care about the wider world
- We will not tolerate abuse

Our Social Outcomes

We are motivated and driven by the social impact of our activities and interventions and it's the positive change we can see in people's lives that is the most valuable and valued part of our work. In order to ensure that we continue to deliver social change we have three key desired outcomes, which help us to measure our impact:

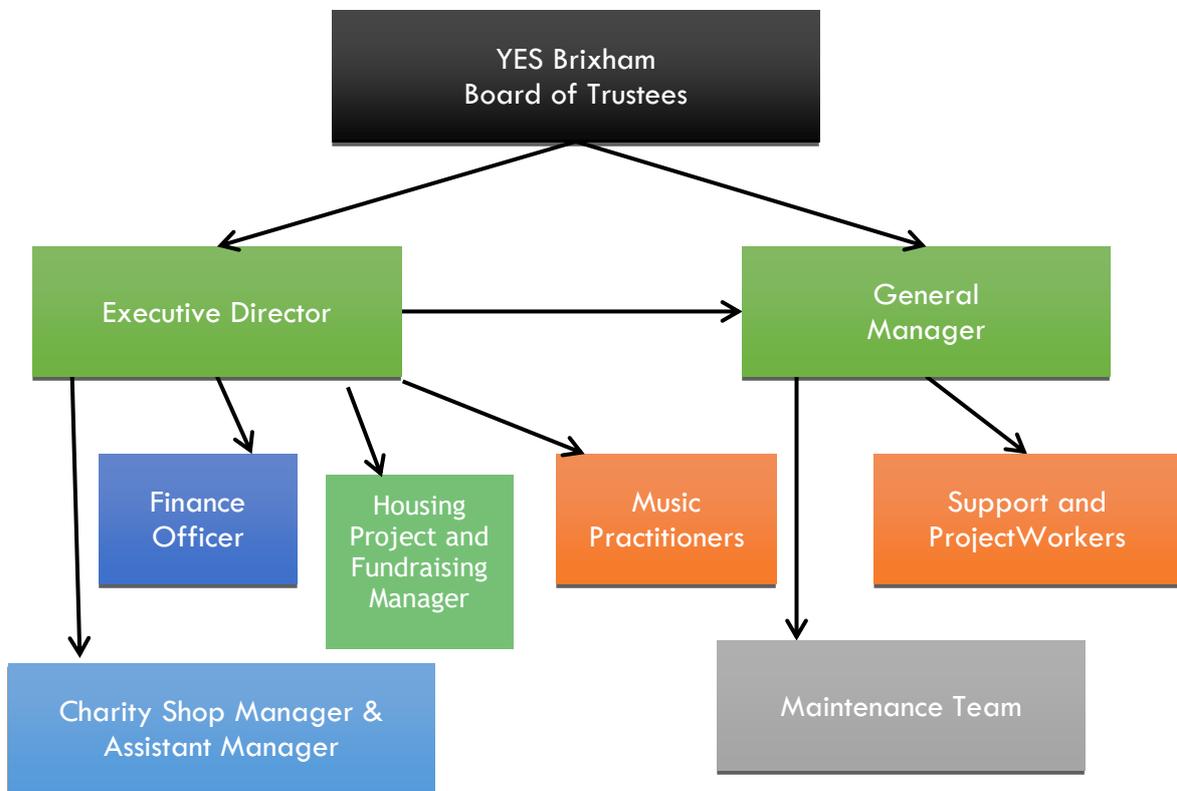
- Improved physical and mental health
- More connected and cohesive communities
- Improved wellbeing



Our Governance

The Youth Enquiry Service Brixham Ltd (YES Brixham) has been incorporated as a company limited by guarantee (Company No. 03648122) since 1998 and is a registered charity (charity no: 1072028).

There are currently 11 Trustees on the board who are all local residents of Brixham and two full time and seven part time staff members. We also have numerous volunteers working for the organisation in a range of capacities.





Current Projects and Volunteering Opportunities

Drop In

Our Drop in based at The Edge on Bolton Street is open 6 days a week, where people of all ages are able to access our information and advice service provided by our highly trained support workers, access our programme of activities and visit our café in order to socialise.

We are open:

Monday, Tuesday, Thursday, Friday: 11am - 5pm

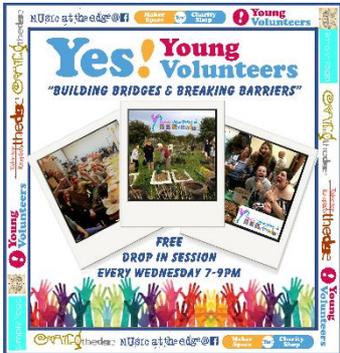
Wednesday: 1pm - 5pm

Saturday: 12-2pm



Young Volunteers

The Young Volunteers is a free drop in community group which meets every Wednesday evening from 7-9pm right here at the Edge. Our motto is 'Building Bridges & Breaking down Barriers' So if you would like to get involved with a group of young people motivated to make a difference in their community then please do get in touch to find out a little more!



Music

MusicAtTheEdge offers free drop in music workshops to musicians of all ages and abilities. We currently offer four weekly sessions right here at The Edge; an Afterschool Club for 11-18yr olds every Friday from 3.30-5.30pm and our Friday Night Jam Night for 16-25yr olds from 7-10pm. We also have an intergenerational band which meets every Saturday from 12-2pm and every Monday from 11-1pm. We host gigs throughout the year where our bands and other artists perform and we are always looking for volunteers to help at these. So if you sing or play a musical instrument or would like to learn then get in touch!



CA Partnership

Yes! and Citizens Advice are working in partnership to deliver a comprehensive Information and Advice service for people in Brixham. CA appointments are available on a Thursday and people can obtain support throughout the week from one of Yes!'s trained support workers.

Yes! Brixham Citizens Advice Service

Free, confidential, impartial and independent advice

Every Thursday
10 - 5pm

Call 01803 851414
to book your appointment

Debt & Money
Benefits
Work
Housing

citizens
advice

Law & Courts
Family
Health
Immigration



01803 851414

24h@yesbrixham.org.uk

www.yes.org

The Edge
Bolton Street
Brixham
TQ5 5QJ



Staying Put

Yes! Brixham are looking for volunteers to help us deliver the Handy Person arm of the Staying Put project, which aims to support people over 50 stay in their homes for longer, by helping them to maintain their homes and carry out small DIY tasks which they otherwise might not be able to do. We are looking for friendly, trustworthy volunteers to go into people's homes to carry out small Handy person tasks, such as changing a light bulb, putting up a shelf, or doing a bit of gardening. Training will be provided.



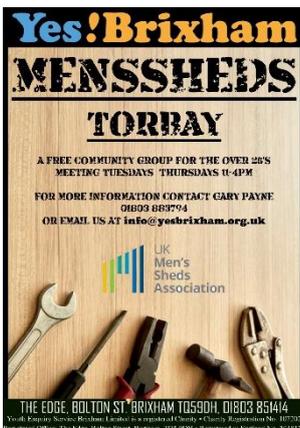
Home from Hospital

Yes! Brixham are piloting a Home From Hospital service in Brixham which brings neighbours together in order to support each other to leave hospital. Often people must spend unnecessary time in hospital due to not having the support at home that would enable them to leave, this can cause people to stay away from their home leading to poor health outcomes. We are looking for friendly compassionate volunteers who want to support their neighbours to leave hospital.



Charity Shop

Our Charity Shop based on Fore Street in Brixham acts as an important revenue stream for the charity but is so much more, not only is it a useful tool to help people recycle their old items and provide useful furniture and items to residents at low prices - it also provides us with a training environment for employment through the volunteering roles we have available in store.



Mens Sheds

Men's Sheds are community spaces for men and women to connect, converse and create. The activities are often similar to those of garden sheds and garage workshops, but for groups of people to enjoy together. They help reduce loneliness and isolation, but most importantly, they're fun. Our Mens Shed based at our Charity Shop on Fore Street is open most days.

To find out about our other projects ask your line manager or visit our website www.bxyes.org.uk



YES Brixham Ltd Volunteer Agreement

This Volunteer Agreement describes the agreement between YES Brixham and you.

Volunteer: _____

Role: _____

Your Line Manager will be _____

Times of Volunteering: _____

YES Brixham Limited agrees to provide:

1. Induction and training:

To provide an induction to the sessions that you will be working, its staff, your volunteering role and training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility:

To explain the standards we expect for our work 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. To help identify any training needs for your personal and professional development. To do our best to help you develop your volunteering role with us.

3. Expenses:

To reimburse expenses incurred as a direct result of your work with the organisation. Other proven expenses may be paid to help you volunteer, please keep all your receipts to give to your Line Manager when you claim the reimbursement of agreed expenses. Please note: expenses must be agreed in advance otherwise they may not be paid.

4. Health and safety:

To provide adequate training and feedback in support of our health and safety policy which will form part of the induction process.

5. Insurance:

To provide adequate insurance cover for volunteers whilst carrying out their approved and authorised volunteering role. Please note: this does not include personal items.



6. Equal opportunities:

To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy can be found at The Edge, Bolton Street Brixham TQ5 9DH

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 an opportunity to discuss the issues in accordance with our policies and procedures.

The volunteer agrees to:

- Conduct themselves in a manner in line with YES Brixham Ltds expectations
- To abide by the Policies and Procedures of the organisation
- To arrive on time to agreed meetings and sessions
- Notify their Line Manager at least 24 hours prior to a session starting if they will be unavailable
- Maintain the confidential information of the organisation and of its users as appropriate
- Be aware of the importance of safeguarding policies and procedures and to always discuss with a colleague any safeguarding concerns.
- Be available for regular Supervision sessions as agreed.
- ▪ Give ONE MONTHS notice in writing if you are unable to continue volunteering with the Organisation.
- Return Yes Brixham Ltd property following the termination of this agreement, including ID badges and equipment - failure to do so may incur a cost to yourself.

Signed Volunteer _____ Date _____

On behalf of the YES Brixham (Ltd):

_____ Date _____

Please note: a start date should not be agreed until two references and a DBS check are all in place and are satisfactory in line with the Trust's Policy. This is not a legally binding contract and can be cancelled by either party at any time.



Useful contacts

Office / The Edge	01803 851 414
Shop	01803 463814
Designated Safeguarding Officer - Executive Director Chris Guy	chris@yesbrixham.org.uk 01803 851 414
Yes! Website	www.bxyes.org.uk
Facebook	@Yes Brixham
Music@the Edge Facebook Page	@Musicattheedge1
General Email	info@yesbrixham.org.uk
General Manager - Katherine	07796173048 / katherine@yesbrixham.org.uk

Key Policies

All our policies can be accessed by request either in hard copy or electronically by contacting your line manager. We ask that you make yourself familiar with all policies as part of your induction. The policies below are shortened to give you the key messages.

Expenses Policy

The Youth Enquiry Service Brixham Ltd reimburses staff, trustees and volunteers for expenses incurred whilst carrying out business on behalf of Yes! and with permission and knowledge of trustees or the General Manager. It is the responsibility of any such person to minimise the costs incurred within the boundaries of the time available and acceptable levels of comfort.

Expenses will only be paid when authorised by the line manager or a trustee and permission should be obtained before the expenditure is incurred. Wherever possible meetings should take place within office hours and expenses other than travel should not be incurred. If other costs are to be involved prior permission should be obtained.

Current mileage rates are:

- Cars and vans: 45p per mile regardless of engine size
- Motorcycles: 24p per mile
- Bicycles: 20p per mile

Claims Procedure

To make an expense/ Travel expense claim the relevant form must always be filled in fully. Forms are available from your line manager or point of contact. Receipts or other proof of expenditure should always be attached to the form. This should then be given to your line manager who will pass it to the Finance Manager once authorised.



Lone Working Policy

Identifying Lone Workers:

Lone working is defined for this policy as any Trustee, Staff member or volunteer undertaking YES Brixham activities whilst working alone, away from regular sites or outside of working hours, and therefore unsupervised for a length of time and at risk to the hazards and risks associated with lone working.

Lone Working Procedures

Where Lone working in the community is identified as part of a job or volunteer role clear records should be kept of all lone working being undertaken within YES Brixham. Workers and volunteers should give a name, address and concise relevant information relating to the circumstances of a lone working visit. Time of starting and finishing the visit must be recorded.

An incident report form must be completed in any instances that constitute a threat or risk to the worker's safety and any instances of actual harm and reported to your line manager.

Lone working procedures training will be given to all volunteers during training and induction. This will focus on exercises where volunteers will be trained to identify risks and hazards. This training will include:

- Up to date Safeguarding procedures and responsibilities.
- Workers' being street wise, aware of potential risks of violence, verbal / physical aggression and allegations.
- Maintaining a safe environment for staff and volunteers at all times, including practical issues such as the use of personal alarms and mobile phones.
- Action to be taken if staff or young people are put at risk.

Prior to any worker undertaking lone working, any potential hazards in that particular situation should be identified, recorded and a risk assessment should be completed in conjunction with the worker. Line Managers should be made aware and give permission for any Lone Working being undertaken by staff and volunteers before it happens.

Responsibilities

The Lone Worker:

It is the lone workers responsibility to;

- To inform the Line Manager of the work being undertaken, if they are an employee of YES Brixham they must keep their online calendar updated detailing where they are lone working and share this with the Line Manger.
- To ensure that they are carrying a charged mobile phone on them whilst lone working, containing contact details of the office and Line Manager. If working at night a torch should be carried.



- Whilst working unsupervised to act in compliance with the Control Measures agreed on the risk assessment.
- To not take part in any act or activity that they knowingly will lead to harm.
- To conduct themselves in a manner in keeping with the ethos of YES Brixham Ltd.
- To maintain contact with the Line Manager, informing the Line Manager of any changes to plans, locations.
- Lone workers must contact Line Managers on an agreed contact number after completion of the lone working. When in areas of poor signal, where contact with Line Managers cannot be made, contact should be made at the next available, safe opportunity.
- To report any incidents or safeguarding issues to a Line Manager and relevant organisations, as soon as reasonably possible.

The Line Manager:

It is the Line Managers responsibility to:

- Ensure that lone working is considered in all risk assessments carried out in their area of responsibility.
- Carry out a risk assessment with the employee(s)/ Volunteer(s)/Trustee (s) to identify and control risks associated with lone working, based on the findings of the risk assessment.
- Avoid lone working wherever possible.

When working alone in the office or any other Yes! Building:

Staff and volunteers must:

- Take all appropriate steps to control access to the building or office and that emergency exits are accessible
- When working alone they are familiar with exits and alarms.
- There is access to a telephone and first aid kit
- If there is any indication that the building has been broken into, they call for assistance before entering
- External doors are locked to avoid unwanted visitors if working alone
- Only YES Brixham work is conducted on the premises
- Line Managers will be aware of Lone Working at the office through checking staff online calendars.



Equal Opportunities Statement

YES Brixham Ltd will not unlawfully, unfairly or unreasonably discriminate against or treat any individual less favourably on the grounds of their religion or belief, sex, marital status, race, disability, age, sexual orientation, gender reassignment, maternity or paternity status.

Complaints Procedure

- **Introduction**

We always aim to provide a high standard of care in all our services. Our customers views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will alert the relevant Councils Adult or Child Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

- **Making a Complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigations to help us improve the service we provide. We treat all complaints in confidence.

- **How you can Make a Complaint**

You can complain:

- In person
- By telephone
- In Writing
- By Email
- Through a representative (with the effected persons consent to act)

- **How the Complaint Will be Handled**

The responsible person for complaints will be the General Manager or a more senior member of staff or Trustee if appropriate.

We will acknowledge a complaint within 3 working days and provide you with the name, position and contact details of the person investigating.

We aim to have all investigations completed and the issue resolved within 28 working days, unless we agree a different time scale with the person affected.



Safeguarding

Please read the Vulnerable Adult and Young Person Safeguarding Policy.
The organisations Safeguarding Officer is Chris Guy

When to be concerned:

Staff and Volunteers should be concerned about a young person or vulnerable adult if he, she or they:

- Has an injury for which there is no explanation, or for which the explanation changes or is inconsistent.
- Regularly has unexplained injuries or unexplained injuries which may appear to have a reasonable explanation.
- Exhibits significance changes in behaviour, performance or attitude.
- Discloses an experience when he/she/they or another young person or vulnerable adult has experienced harm.
- The gut instinct of staff or volunteers along with supporting evidence will also be considered.
- Being made aware of activities including those online which are causing harm or risk harm to a young person or vulnerable adult.

Procedure for Staff and Volunteers:

- If a member of staff or volunteer is concerned about young person or vulnerable adult he or she must notify the designated member of staff immediately.
- Clear precise and factual information about the concern must be recorded by the person raising the concern as soon as possible and on the same day as the concern is raised.
- The designated safeguarding officer will decide in conjunction with the member of staff or volunteer raising the concern whether to refer to relevant safeguarding authorities or whether to contact parents/ carers.
- If a referral is made a written report will be sent to the relevant safeguarding authority within 48 hours.
- The designated safeguarding officer will then ensure to keep the young person or adult affected informed of any action taken.



Dealing With a Disclosure:

All young people and vulnerable adults covered by this policy are notified that disclosure of abuse can not be kept confidential and must be referred.

If an adult or young person discloses that he, she or they are experiencing abuse in some way staff/ volunteers should take the following action:

- Ensure that the person speaking to you knows that it is not possible to keep a disclosure of abuse confidential.
- Do not make promises that cannot be kept.
- Allow the young person or vulnerable adult to speak freely.
- Accept what is being said without displaying shock, disbelief or opinion.
- Remain within the boundaries of your role.
- Use listening skills
- Avoid asking questions.
- Explain what needs to be done next and who will be notified.
- After the conversation make notes as soon as possible noting the date, time and location of the disclosure.
- Record statements and observations, not opinions or interpretations.
- All records and notes should be stored separately in locked cabinets in line with data protection procedures.
- Inform the designated safeguarding officer and they will decide what steps to be taken.

Data Protection and Confidentiality

All information that:

- is or has been acquired by you during, or in the course of your volunteering, or has otherwise been acquired by you in confidence;
- relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
- has not been made public by, or with our authority;

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your volunteering, disclose such information to any person without our prior written consent.

You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your volunteering with us, or at any other time upon demand, return to us any such material in your possession. You must always make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them.



Gifts and Hospitality

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate and recorded properly.

No gift should be given nor hospitality offered by a Volunteer or anyone working on our behalf to any party in connection with our business without receiving prior written approval from your Line Manager.

Similarly, no gift or offer of hospitality should be accepted by a Volunteer or anyone working on our behalf without receiving prior written approval from your Line Manager.

Endorsements: Through your work as a volunteer you may be asked to promote private services. Yes! Brixham does not endorse private companies and volunteers should not be promoting private companies to customers.

Social Media Policy

Social media can be a very powerful tool and as a Company, we want to embrace its use. We use social media to make our Customers aware of our activities and other relevant information and to ensure we maintain a professional relationship with our Customer you should not add or accept “friend requests” from our Customers on your private social media accounts whilst a volunteer with the organisation. Only authorised volunteers can use the Company social networking account.

Therefore, any Yes! related issue or material that could identify an individual who is a Customer or employee, which could adversely affect the Company a Customer or our relationship with any Customer must not be placed on your private social network accounts. This means that volunteering related matters must not be placed on any such site at any time either during or outside of your volunteering hours and includes access via any computer equipment or mobile device.

Any Yes! related content or material, or contacts or connections list, created by volunteers during the course of their volunteering, on any of their authorised social networking sites (ownership of which vests in the Company) shall remain, at all times, the property of the Company.



Key Holding

If you are an allocated key holder, you must ensure that all procedures and guidelines are followed when securing the building prior to leaving. Any security measure such as keys must always be kept safe.

You must not give the keys to any third party unless authorisation is obtained from your Line Manager. Any loss or damage caused as a result of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys will result in disciplinary action which could lead to your summary dismissal.

Any breaches or security issues including the loss or theft of keys must be reported immediately to your Line Manager.

To satisfy the requirements of our insurers and to protect us from fire and theft, you must secure all properties and premises when unattended. The last person to leave the premises must ensure lights and appropriate electrical equipment are switched off, windows and doors are secure, and alarms are set accordingly.



Training Record

Training	Date Completed	Renewal Date
Induction		

