

# Shopmobility Manchester



## A Framework for Volunteering

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# Volunteer Framework

## Introduction

Welcome, and thank you for volunteering with Shopmobility Manchester. The aim of this document is to give you an overview of the organisation, to help familiarise you with the services that Shopmobility provide, and to ensure you have a point of reference for good practice throughout your volunteering.

Your volunteer co-ordinator will take you through this document, and other organisational policy and procedure during your induction, where you will have the opportunity to discuss all aspects of the service in detail. You will be asked to sign and date this document to confirm that you have read and understood its contents and agree to operate within the guidelines stated. This document should be used as a reference tool, to be read and used alongside the volunteer handbook and existing Shopmobility policy and procedures, ensuring the effective management and support of volunteers and other services provided.

## Equal Opportunities

Shopmobility Manchester is committed to Equal Opportunities and will not discriminate on the grounds of; sex, marital and parental status, religious or political beliefs, colour, race, ethnic origins, creed, trade union activities, being lesbian or gay, transgender, gender identity, age, disability, spent criminal convictions, employment status or any other criterion not relevant to the point at issue. Any individual's contravention of this policy will result in disciplinary proceedings and probable dismissal.

Shopmobility Manchester's Equal Opportunities Policy is applicable to all aspects of volunteering. A full copy of the policy can be obtained from your volunteer co-ordinator. Equal Opportunities training will be provided during the induction period. Further training can also be arranged as required.

## Confidentiality

All volunteers and members will respect the rights and confidentiality of each other. You must not use information gained throughout the course of your volunteering to benefit your self financially or otherwise, or share this in any way what so ever outside the organisation. To do so is gross misconduct and will lead to instant dismissal.

## Volunteering whilst in receipt of benefits

**You are strongly advised to declare all volunteering to the relevant authorities and/or agencies** and to secure all relevant permissions, along with any other specific terms and conditions related to your volunteering, in writing, prior to commencing any volunteering with Shopmobility Manchester.

**It is your responsibility to ensure that you have all necessary permissions**, that you are not contravening any entitlement, and to comply with all terms and conditions agreed. Shopmobility will not accept any liability for loss of benefits, or any actions that may be taken against you, as a direct result of your failure to disclose your volunteering or any associated expenses to the appropriate authorities or agencies.

## Volunteer Acceptance

I have received a copy of the Volunteer Guidelines and both understand and accept the terms and conditions of my volunteer placement with Shopmobility Manchester

Name

Date

Signature

## Induction Check List

- Introduction to Shopmobility & Services
- Orientation of premises and Arndale
- Fire and Major Incident Procedures
- First Aid
- Health & Safety
- Equal Opportunities
- Social Model of Disability

### Customer Services

- Data Protection
- Reception Duties / Database / Post
- Telephone Bookings
- Information Packs
- Referral Procedure
- Membership Procedures
- Terms and Conditions
- Escort Duties
- Equipment Checklist

### Equipment

- Training & Safe Operation
- Scooters - Vehicle Awareness
- Wheel Chairs – Vehicle Awareness
- Day-to-Maintenance of Equipment

### Management and Structure

- Roles of the Committee
- Role of the Project Co-ordinator
- Role of the Volunteer Co-ordinator
- Volunteer Role Description
- Rights and Responsibilities
- Rota
- Meeting Dates
- Supervision and Support
- Personal Development Plan / Training
- Expenses

## Terms and Conditions for Volunteering

### 1. Volunteer Guidelines

Shopmobility Manchester is committed to developing and maintaining good volunteer standards and ensuring that volunteers are supported and managed effectively. Our aim is to ensure volunteering is a positive experience, enabling volunteers to learn more about the work of Shopmobility Manchester, to develop new skills and meet new people.

An elected Management Committee, made up of 11 disabled volunteers, runs Shopmobility Manchester which exists to help anyone with a permanent or temporary disability to enjoy the freedom of the city, by providing powered scooters, powered wheelchairs, manual wheelchairs and volunteer escorts – free of charge – for use in the city centre of Manchester.

Shopmobility has a team of volunteers that assist with the day-to-day running of services. In addition the management committee employs two paid workers as part of a strategy to enrich and diversify the work of the organisation.

The following key principles influence and inform all of Shopmobility Manchester's relationships with volunteers:

- Volunteers have status in their own right within the organisation.
- Volunteers will have a clear, written description of their role and Shopmobility Manchester's expectations. The information will also include the name of the person who is responsible for supporting them.
- Volunteers will be provided with appropriate training, support and the resources they need to do their volunteering.
- Shopmobility Manchester recognises that volunteering can be a way of getting back into the job market or gaining experience in a new field.
- Before selection, volunteers will be asked to fill in a volunteer application form.
- Shopmobility Manchester would normally expect to receive two satisfactory references before allowing volunteers to start volunteering.
- There will be a review period agreed at the outset, both for the volunteer and the organisation, to enable both parties to decide whether they are right for each other.
- A maximum period will also be set, by which time the volunteer placement should be reviewed. Extensions will be possible only by mutual agreement.
- Shopmobility Manchester expects a professional standard of behaviour and practice from all volunteers at all times.
- Appropriate induction to the role and preparation in the workplace for the arrival of the volunteer will be made.

## Volunteer Rights and Responsibilities

As a volunteer you have the right to:

- Have a named member of staff to whom you are accountable.
- Be seen as part of the organisation through inclusion at meetings, social functions, etc.
- Know whom to turn to with problems and difficulties.
- Have your work valued by Shopmobility Manchester.
- Receive regular and constructive feedback on your performance.
- Be trusted with confidential information if necessary, in order to carry out your volunteer role.
- Be safe whilst volunteering.
- Be covered by insurance.
- Have choices and be able to negotiate these choices.
- Not to be exploited.
- Be taken seriously by colleagues.
- Be reimbursed for any recognised and agreed out of pocket travel expenses incurred while volunteering.
- Be consulted on matters, which directly affect you and your volunteer placement.

As a volunteer we would expect you to:

- Be reliable.
- Arrive on time.
- Notify Shopmobility Manchester promptly if you are not available or running late.
- Respect the confidentiality of the organisation, its business, staff and fellow volunteers.
- Respect the rights of the users of our service/s.
- Have a non-judgemental approach.
- Carry out the agreed volunteering activities to a professional standard.
- Be committed, attend meetings and training events when requested.
- Recognise your personal and external limitations and how these can impact on commitment to Shopmobility Manchester.
- Acknowledge the decisions made by others.
- Ask for support when it is needed.

### Attendance

Shopmobility Manchester placements are entirely voluntary, therefore any commitment you make to Shopmobility Manchester should be well thought out and considered. Don't over commit yourself. You may start a placement with great enthusiasm but then find you cannot maintain the hours agreed. As such, we suggest that you are realistic when negotiating your volunteer placement, opting for a set number of hours per week that you can easily maintain. (1 day per week or 1/2 day per week).

Each volunteer is asked to complete monthly time sheets that should be handed in to your Volunteer Co-ordinator.

All volunteers should agree to:

- Attend on time.
- Phone at the earliest opportunity if they are unavailable
- Agree in advance with your volunteer co-ordinator any increase/decrease of hours.

## Expenses

Shopmobility Manchester will reimburse legitimate expenses for your travel to and from your place of volunteering based on local transport rates or equivalent. A mileage rate of 38p per mile will be paid to volunteers who have to use their vehicle because they cannot access public transport, or no accessible public transport is available within a reachable distance of their home. A Mileage rate will be agreed based on the shortest route between your home and Shopmobility using the AA's route finder. Should you choose to travel via an alternative route, Shopmobility will not recompense the difference.

You cannot claim mileage for travel in a vehicle that does not belong to you, this is deemed as "income" by the Inland Revenue. You or the owner of the vehicle could be liable to additional taxation and the driver or owner of the vehicle will almost certainly be breaking the law, as they will not have the appropriate "Hackney" insurance.

Taxi Fares – it is not common practice for Shopmobility Manchester to cover taxi fares to and from your place of volunteering. All other transport options should be considered. This level of expense will only be covered if the management committee agree that you cannot safely access any other form of transport.

Car Parking – NCP have kindly provided Shopmobility Manchester with facilities that allow us to validate parking for members using our service. Volunteers should be aware that whilst they are not prevented from validating their own parking tickets they should understand that this is classed as a "perk" by the Inland Revenue and is for the purposes of taxation deemed to be a "payment in kind". You may be required to provide information about any such payments in future tax returns and should keep your own appropriate records.

A meal allowance of up to £3 per day can be claimed for each period of volunteering over 4 hours. Expenses will only be reimbursed upon the presentation of appropriate receipts. You will also be eligible to claim expenses for pre-agreed activities outside the project where you are representing, or attending on behalf of Shopmobility Manchester.

It is expected that volunteers will, where possible, always opt for the most cost effective means of transport. Volunteers should take care to ensure that all expense claims are accurate and for Shopmobility business only.

## **Volunteer Support**

All volunteers receive the same level of support. This will include the following:

- A written volunteer role description for the post
- Production of an individual action plan detailing any training necessary or requested to competently undertake day-to-day duties.
- Pre-scheduled regular support sessions
- Involvement in team meetings, planning sessions and focus groups
- Date for a review of the placement. (Appraisal)
- Production of an exit strategy (for those looking to move in to employment)

## **Insurance**

For insurance purposes anyone who completes any task unpaid for the benefit of Shopmobility Manchester or its business is a volunteer and as such is insured under the limitation of Shopmobility Manchester's cover, which includes;

### **Public liability**

This covers you for damage arising from accidents occurring at the time you are acting for Shopmobility Manchester, which result in injury to someone other than yourself, and damage to property not belonging to Shopmobility Manchester and for which you can be held legally liable.

### **Employers liability**

Any volunteer acting on behalf of Shopmobility Manchester or under their instruction is covered under the Employers Liability. This provides cover against any bodily injury which might happen to you while acting as a volunteer and for which Shopmobility Manchester could be held legally liable e.g. if Shopmobility Manchester provided unsafe conditions in which to volunteer.

Volunteers' possessions are NOT covered under these policies. Any volunteer's who wish to bring anything of value with them to the project, should arrange their own insurance cover.

You must never undertake any activity that you believe to be a possible risk to your self or others or outside the scope of your capacity. All identified risks are managed by a comprehensive risk assessment that is updated annually. Your volunteer co-ordinator will discuss this with you as part of your induction.

## **2. Office Procedures**

### **Attendance Register**

Shopmobility Manchester has an attendance register kept at reception that you need to sign in and out of every time you enter or leave the building. This is so that in the event of a fire, we know where you are. Failure to make effective use of this book puts your life and the lives of others at risk.

### **Rota's**

Shopmobility Manchester operates a rota system that allocates shifts to volunteers based on their agreed availability. From time-to-time additional temporary shifts do become available and these are open to all volunteers to request. If you are planning a break, or need to change your agreed hours of volunteering, you should speak to your volunteer co-ordinator at your earliest opportunity. They will arrange cover for your absence. If you wish to change your regular volunteering, you should request this through your volunteer co-ordinator.

### **Membership**

As a volunteer you will administer new memberships prior to hiring out equipment. Members should always complete either, a visitor or, membership application form. New members should always be asked to provide Shopmobility with two forms of ID that confirm both their name and address. In the rare instance where this may not be possible volunteers should refer to their volunteer co-ordinator who will decide on a course of action.

Once completed, the new members details should be entered onto the database and a new membership letter printed off and a membership card made. These should be mailed to the new members home address. Please enter new member details in the new member log.

### **Booking of equipment**

The mechanics of this process and the database are covered in detail in the Volunteers' Handbook. Your volunteer co-ordinator will take you through this manual at induction. However the following is a brief guideline.

Volunteers should use the daily booking ledger, located at reception, to reserve equipment for customers on request. You should confirm the customer's name and membership number and cross-reference against records held on the database. If the equipment requested is already booked, you should then advise the customer of this and recommend an alternative as appropriate and if available.

Volunteers should book equipment in the same way if you are volunteering for the benefit of Shopmobility and need resources. If you find that you no longer require the equipment you have booked please let the reception staff know. Return equipment the way you found it and notify staff of any working difficulties. All equipment usage, volunteer escorts, meets and greets should be recorded on to the database.

Volunteers should not assume that they have any priority over service users when booking equipment, you will be asked to change or relinquish equipment at times of high demand.

### **Telephones**

During your induction you will be provided with information to ensure compliance with appropriate systems and procedures including bookings and referring customers onto other agencies. There is an answer phone in use out of hours, if you are covering reception at close of day make sure that you switch on the Answer Phone before you leave the building, as well as take calls off the system first thing in the morning. All messages should be printed clearly using the telephone message pad and placed in the relevant in-tray.

Please keep personal calls to a minimum and always use an office phone. Do not use the reception phone for any personal calls as this prevents access to the service for our customers.

### **Telephone Techniques – Best Practice**

- Smile when you dial/answer the phone – it's true that you can hear a smile down the telephone and it's this smile that creates a positive, friendly, cheerful and helpful impression at the other end.
- Posture – sit up straight to create a good impression. This is because our diaphragm is actually larger and more open when you sit upright and as a result will make your voice sound more alert and confident.
- Stay focussed – one of the most common mistakes people make on the telephone is allowing themselves to become distracted.
- Exceed expectations – be a little bit more than 'something' that a customer expects. That 'something' could be being patient, helpful, friendly, polite etc,

### **Computers – Internet/email Policy**

All volunteers will be expected to undertake training in the use of Shopmobility Manchester's electronic database. This records important statistical information about usage of the service and is required for presenting information back to our funders and other key stakeholders.

All volunteers will have access and are encouraged to use the Internet, however, volunteers must not visit any sites that contain pornographic or other inappropriate material, or that could cause offence to other volunteers or customers. You must not use Shopmobility computers to download or; transmit over the Internet, via email or broadcast, in any manner, pornographic or other inappropriate material. This will be gross misconduct and you will be dismissed.

### **Equipment Use and Maintenance**

There are many reasons for the following rules – the most common being cost of repair. Volunteers must at all times show a responsible attitude when dispatching to customers or using any Shopmobility Manchester equipment.

All equipment is susceptible to dirt and spilt liquids therefore no food or drink should be consumed or placed near any computers or technical equipment. A table and chairs are provided in the kitchen for this purpose.

Scooters, wheelchairs and buggies should be checked prior to dispatch to ensure they are fully charged, all tyres are at a correct pressure and wheelchairs' and

scooters' are adjusted to suit customers' requirements. Training will be provided at induction to cover all elements of this. Further detail can also be found in the Volunteer Handbook located on reception.

Any existing damage on equipment must be brought to the attention of the service user, prior to signing Terms and Conditions and prior to leaving the shop. Any damage to equipment or accidents of any kind that occur whilst out on loan must be reported to the volunteer co-ordinator and documented before booking equipment in as returned. This process will be covered in detail at induction.

On return, all equipment should be cleaned thoroughly, using cleaning materials provided, before being booked back in and parked up to charge. Always return the vehicle key to the key cabinet on reception.

If a service user reports a fault please complete a Fault Report Form, place this along with a Do Not Use sign, in the front basket of the scooter and report this to the volunteer co-ordinator, who will liaise with our engineer for repair.

Service users will not be allowed to hire any equipment if it is believed they are incapacitated due to alcohol or other drugs, prescribed or otherwise, or they use the equipment in any manor that is perceived to be a risk to themselves or others, or that could conceivably damage the reputation of Shopmobility Manchester.

### **Administration**

All volunteers will be responsible for replenishing administrative paperwork as and when required. All paperwork should be printed from the master copies file located on the PC on reception. All administrative processes will be covered at induction and day-to-day procedures are detailed in the Volunteer Handbook.

### **Premises**

Please make every effort to keep all areas of Shopmobility clean and tidy. In public areas please use the box files and other storage provided for keeping personal and confidential documents safe and away from public view. Ensure that all your personal work is filed away at the end of each shift.

Wash cups and crockery after use and before leaving the building. Regularly empty bins both in the reception and kitchen areas. Please don't leave it for someone else to do.

A daily task sheet will be located on the volunteer notice board in the kitchen area. Volunteers will be asked to allocate themselves a daily task each week i.e. clean the microwave, tidy cupboards, mop floors, etc. Every volunteer will be expected to participate in helping to maintain Shopmobility premises.

### **Refreshments**

Shopmobility Manchester supplies free tea and coffee to all staff / volunteers. We ask that all volunteers keep any kitchen area tidy and wash up their cups when they leave the building. We also ask that you help out making tea and coffee usually by adding your name to a team rota.

### **Smoking**

Smoking is not permitted anywhere on Shopmobility Manchester's premises or within the Arndale Centre. Please do not smoke in the disabled toilets as this is a health/fire hazard. If you wish to smoke you will have to do so outside the Arndale buildings or

in a designated smoking room, if one is provided. Remember to sign out before you leave.

### **3. Customer Service Guidelines**

A recent survey of 1,000 consumers by Management Consultants Accenture (2006) found three consistent failings in customer care:

1. Customers spent too long on-hold when making telephone enquiries.
2. Customers frequently had to repeat the same information to different members of staff.
3. Customer Service Staff were unable to answer questions or offer helpful advice.

One in five consumers surveyed reported that they had changed a service provider in the last year because of poor service. Robert Wollan, Accenture spokesperson said that successful companies paid special attention to customer service.

***"High-performing companies recognise that consumer satisfaction is built or destroyed by how well they co-ordinate every step of every transaction"***

Shopmobility Manchester believes that good customer service is at the heart of its success. Voluntary but not amateur is very much the key message driving all service delivery.

Most volunteers at Shopmobility Manchester are keen to cover the reception or carry out administrative duties. These include, booking and hiring equipment, processing new memberships

#### **Quality Standards in Customer Service**

Shopmobility Manchester insists on the highest standards in all dealings with our customers and that all volunteers receive basic training in customer services and telephone answering skills before working on the reception.

To ensure volunteers provide the highest levels of customer service and continue to improve their skills in these areas Shopmobility Manchester is able to offer training in the following ways:

- Customer Service Skills – Telephone/Face-to-Face techniques.
- Administration skills/Reception Duties – filing, reception work, IT skills, databases.
- Maintenance of equipment – Simple repairs, Health and Safety
- Disability Awareness and Equal Opportunities.
- Escort Duties and Protocols

Shopmobility Manchester volunteers should always work to the following standards:

- Provide a professional service.
- Ensure that you are friendly and courteous both on the telephone and to customers in person.
- Ensure that information is available for customers to collect on request or is dispatched promptly and efficiently.

- Always refer on to other agencies where we feel the customer requires more specialist advice or information. If you don't know then offer to find out – Don't Guess.

### A Listening Ear

It's important to establish some firm rules about the way Shopmobility Manchester provides support to customers. The most important of these are:

- **Reliability** - Never let a customer down. If they have called into the shop requesting information, and we don't have it to hand, always offer to support the customer find out or, to find someone who does. A PC and telephone are provided in the reception for this purpose. If there is a delay in receiving the information requested, always agree to ring the customer back or send the information in the post.
- **Information** - Offer a range of accurate and up-to-date information in the form of leaflets, brochures, information packs, access to the internet and telephone, etc. Try to give customers a range of alternatives or signpost them on to other agencies for more specialist help.
- **Confidentiality** - Offer customers a sympathetic service. Reassure the customer that we can help with their enquiry and that it will be dealt with in the strictest of confidence.
- **Referral** - Ensure that you offer up-to-date information about local/national agencies in order that you can deal effectively with enquiries.
- **Don't ever counsel customers'** - Always refer them on to specialist agencies that are trained to carry out this type of service.
- **Approachability** - Always maintain a professional, friendly and approachable manner. Services such as Shopmobility Manchester will always attract frequent users some of whom may complain if they are not dealt with efficiently. You should treat all customers with civility – no matter how difficult they can be.

### Referral Services

Referral to other agencies and services is an increasing element of what we do. Shopmobility believes that the information we provide to our customers should be an integral part of local community information provision.

Referral Services aim to:

- Provide customers with the opportunity to find out more information about services that could be of benefit or issues they have heard or read about
- Offer accessible routes to support and guidance
- Signpost customers on to other agencies for more specialist help.

Regardless of the topic, Shopmobility Manchester needs to anticipate the following demands from customers:

- Fact sheets or leaflets about disability related and access services/issues
- Details of local key disability organisations
- Contact numbers of other organisations that can provide further help.

### Helpful Hints – The Do List

- Ensure that you are fully briefed on what Shopmobility equipment is available and operational at the beginning of each shift. Including new or updated information materials are available to customers.
- Be prepared – have pen/paper or relevant forms to hand at all times.
- Answer customer enquiries promptly, clearly and with a smile. Introduce the service in a professional manner e.g. Good Morning/Afternoon – how can I help?
- Establish then use the caller's name early in any conversation.
- Ask open-ended questions to establish the facts and exact requirements.
- Take accurate information about the booking, noting membership number and time required.
- Ensure that your handwriting is always legible. If not then print.
- Conduct the call or face-to-face enquiry efficiently and quickly without confusing the customer.
- Complete the transaction with a recount of the booking or action agreed.

### Helpful Hints – The Don't List

- Don't leave the telephone or reception area unattended at any time.
- Don't eat or drink on Reception. Customers can see and hear it and it looks unprofessional.
- Don't speak too loudly, quickly or monotonously. (Can sound patronising)
- Don't assume anything.

### Dealing with Difficult Customers

The difficult customers are the ones who can test your professionalism and it is very easy to let those who are angry and rude, get under your skin. We need to be flexible with such customers to ensure that a win-win situation is achieved each time.

Do:

- Use their name.
- Stay cool, stay polite and keep a professional distance.
- Allow the customer to talk.
- Acknowledge the customer's feelings i.e. I'm sorry to hear that.
- Find out what the specific problem is and make a note of it.  
Thank the customer for their comments and let them know that you will pass these on.
- Manage yourself and your feelings. Try not to get frustrated.
- Avoid fuelling the situation, always pass the customer on to your volunteer co-ordinator or management committee member if you feel that you are losing control of the situation.
- Should the customer become abusive, threatening or offensive, in reception ask for assistance from a member of paid staff or committee member Immediately.
- If the customer is abusive, etc, on the telephone, inform the customer that you will terminate the call and report the incident immediately to your volunteer co-ordinator, who will call them back to discuss their issue.

## **Dealing with Complaints**

No matter how trivial or unjust a complaint may seem, to the individual concerned, a complaint is a serious matter. Often complaints are borne out of a misunderstanding or missed opportunity. If a customer wishes to make a complaint work through the following:

- Ask the complainant what they would like you to do to address their complaint– is this possible? Seek advice from your volunteer co-ordinator.
- Ask the complainant if they would like to talk to a member of the management committee or volunteer co-ordinator, or would they prefer they telephone them at home.
- Ask the customer if they would like to submit their concerns in writing and offer a complaint form.
- Ensure that you deal quickly with the complaint and pass on all relevant information to your volunteer co-ordinator.

The following points should always be borne in mind when recording complaints:

- Customer details including name, address and daytime contact telephone number.
- Details of complaint
- Time of call/visit
- Name of volunteer dealing with complaint
- Suggested action points.

## **Disciplinary Procedure**

Shopmobility Manchester has systems and procedures in place for dealing with disciplinary issues. These systems apply equally to all volunteers. The details of Shopmobility Manchester's disciplinary procedures can be obtained by talking to your Volunteer Coordinator. Our procedures are designed to be fair and to ensure that everyone has an opportunity to put their side of the case. The procedure has both an informal and a formal stage.

## **Grievance Procedure**

You will have the opportunity to express any grievance you have about your volunteer placement through informal support sessions or formal reviews. We encourage volunteers to raise any concerns as quickly as possible in a professional manner. All grievances relating to Shopmobility Manchester's volunteers, personnel or service users should be raised, in the first instance, with your volunteer co-ordinator. It is not appropriate for you to raise issues with service users directly.

## 4. Policy and Reporting

### Service Monitoring

Each customer is required to complete either a membership or visitor form. This information provides a detailed breakdown of information about our usage. Through detailed analysis we can identify: age of customer, gender, geographical location, ethnicity, etc. This type of detailed overview provides a more thorough picture as to the type of customer using our service and can be crucial when submitting applications to new funding bodies, or, for providing more in-depth information to our funders, partners and key stakeholders.

### Data Protection Act

The Data Protection Act requires users of personal data held on computer to be registered with the Data Protection Registrar. Shopmobility Manchester is such a user with most of its operations holding personal information on staff, trainees and volunteers. It is therefore registered under the Act.

As a registered data user Shopmobility Manchester is obliged to abide by eight 'Data Protection Principles'. They are:

- The information to be contained in personal data shall be obtained and shall be processed, fairly and lawfully
- Personal data shall be held only for one or more specified and lawful purposes
- Personal data held shall not be used or disclosed in any manner incompatible with that purpose for which it was obtained
- Personal data held shall be adequate, relevant and not excessive
- Personal data shall be accurate and kept up to date
- Personal data shall not be kept for longer than is necessary
- Any individual shall be entitled – at reasonable intervals and without undue delay or expense:
  - I) To be informed by any data user whether he holds personal data of which individual is the subject; and
  - ii) To access any such data held by a data user; and where appropriate, to have such data corrected or erased.

Appropriate security measures shall be taken against unauthorised access to, or alteration, disclosure or destruction of, personal data and against accidental loss or destruction of personal data. Data relating to users of the service must be maintained for up to 7 years after the end of any project funded by public money and from which the individual was or deemed to be a beneficiary.

### Health and Safety

Shopmobility Manchester has a standard health & safety policy, a copy of which will be displayed within the project. All our work at a project level is guided by this policy and as such you should acquaint yourself with its detail. Your volunteer co-ordinator will take you through the policy at your induction, giving you guidance on particular aspects of health and safety that relate to your volunteer placement. Finally, as with all health and safety issues you have a duty in common with everyone else to

exercise personal responsibility and to do everything possible to prevent injury to yourself or to anyone else.

It is YOUR responsibility to:

- Work in a safe manner and take reasonable care for the health and safety of yourself and other persons working with you.
- Observe and follow all rules and procedures of the work place.
- Report any dangerous occurrences, defects or faults in equipment to your volunteer co-ordinator.
- Check notice boards regularly for Health & Safety information.
- Ensure that when working with computers you use an adjustable seat and take breaks every 45 minutes.

### **Reporting of accidents**

In the course of your volunteer placement we ask that you report immediately any accidents you are involved in or observe, no matter how trivial they may seem, to the volunteer co-ordinator. They will arrange for you to complete an accident report form ensuring that key details are recorded.

Major accidents may have to be reported to a statutory authority under RIDDOR, therefore your accident report should always include:

- The tasks you were involved in.
- The exact place, time and date of the accident.
- The nature of injuries.
- Whether first aid was administered or a hospital attended.
- How the accident occurred.
- If there were any eyewitnesses, who they were, and what they saw.

### **FIRST AID**

Your First Aid Officer is: \_\_\_\_\_

Who is based: \_\_\_\_\_

They will be able to help you with any minor first aid problem.

The project also has a First Aid Kit that is located: \_\_\_\_\_

This can be accessed at any time throughout the day. If you need more urgent attention please talk to your volunteer co-ordinator who will attend to your needs.

If you feel unwell, whilst volunteering please let your volunteer co-ordinator know your symptoms and what you feel is the problem. If the situation gets worse, it's important that you talk to your volunteer co-ordinator, who will advise you appropriately e.g. organise transport home for you.

## **FIRE PROCEDURE**

During your induction you will be given information on fire evacuation procedures including fire drills. You should fully acquaint yourself with the fire exits, fire extinguishers and how to use them and familiarise yourself with the Arndale building, in particular, fire assembly points.

### **Fire Drills**

Fire drills are the responsibility of the Arndale Centre Management and are held roughly every 6 months

Training in operating fire-fighting equipment is covered at induction.

Please observe the following fire safety guidelines:

- Possible fire risks should be kept to a minimum
- Prevent accumulations of rubbish.
- Ensure that clothing is kept away from heaters
- Switch off anything left on – e.g. cookers, toasters, heaters (check with your volunteer co-ordinator if you aren't sure)
- Keep internal doors and fire doors shut at all times
- Familiarise yourself with the location of all fire fighting equipment (fire extinguishers are provided in most rooms or are reasonably proximate)
- Remember that the main purpose of an extinguisher is to clear your escape route from the building – not to tackle the blaze single-handed!

### **In the event of a fire**

The first duties of anyone discovering a fire will be:

- **SOUND THE ALARM**
- **ATTACK THE FIRE (IF POSSIBLE) WITH THE FIRE-FIGHTING EQUIPMENT AVAILABLE** (without taking personal risks)

Fire Extinguishers are placed in the following locations within the building:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

All members of staff and volunteers will immediately evacuate the building by the nearest available exit, closing doors and windows en route and ASSEMBLE at:

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where a roll call will be taken.

**DO NOT STOP TO COLLECT PERSONAL BELONGINGS**

The Fire Officer or nominated person, will check that the occupancy is accounted for against the attendance register. Regular fire drills will be held, but if you are unsure of the evacuation route, or indeed of any aspect of the emergency procedure, please ask your volunteer co-ordinator.