



Handbook

Welcome to our Altrincham Hosts team!

We have written this handbook for you so that you can be clear as to what you can expect from volunteering as an Altrincham Host and what we expect from you.

As a result of attending the induction session and reading this handbook, we hope that you will have a good understanding of *what* we do and *how* we aim to do it - with your help.

We hope that you will sign the Volunteer Agreement (Appendix 1 of this handbook) as a way of underpinning your commitment to being an Altrincham Host.

If you have any questions or comments to help us improve the information we give you, please let us know. We are delighted that you want to be part of our team!

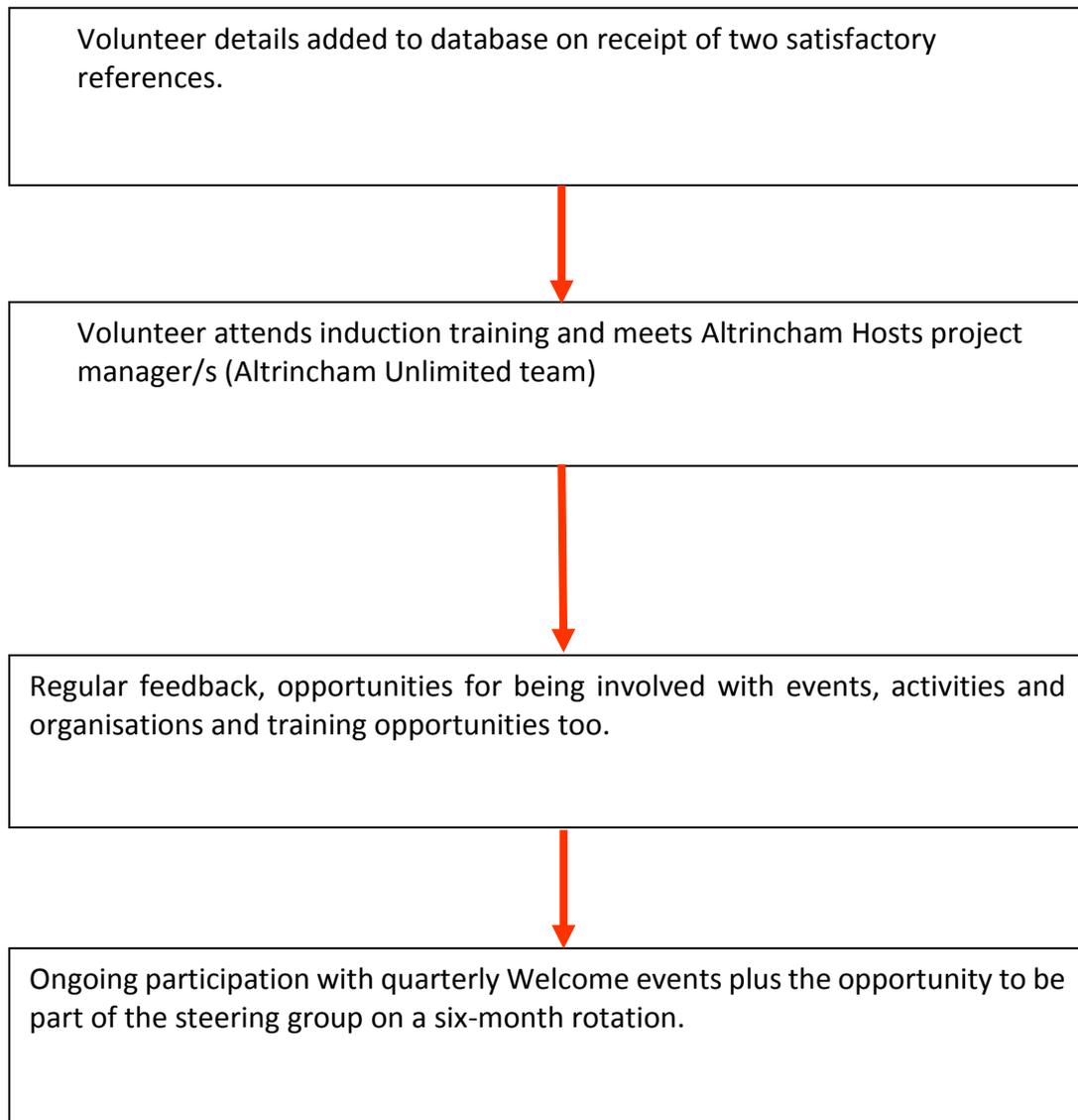
Yours sincerely,

Altrincham Unlimited – Founders of Altrincham Hosts

Volunteer Handbook

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Altrincham Hosts process



Background

During London 2012, the 'Gamesmakers' received universal praise for the way in which they represented London and made the event such a success.

Inspired by the Gamesmakers programme, in 2014 Knutsford Hosts was launched by Sarah Flannery - an innovative community volunteering scheme that builds on the Gamesmaker concept. Community volunteering is good for the community and the individuals involved, and can have a big social impact. Usually, though, programmes are organisation-specific. The innovation behind Knutsford Hosts is that it is town-wide and, as there is no minimum time commitment, it opens up volunteering for time-poor people who want to do their bit – as well as offering lots of variety to suit people of all ages, however much time they can spare! What started as a pilot in April 2014 has continued to develop since then. Knutsford Hosts is now a community association that supports more than 20 events and organisations. We exist to promote our town, support the many organisations and events that add to the local economy and quality of life, and provide each other with friendship and support.

In late 2016, Altrincham Unlimited -Altrincham's Business Improvement District - met with Sarah Flannery to find out about the programme and look at how to introduce it in Altrincham.

Altrincham is now adopting the scheme in Altrincham as "Altrincham Hosts".

Hosts will be able to represent Altrincham in the same way as Knutsford Hosts represent Knutsford, and serve as a point of information and knowledge, a valued and invaluable community resource. This in turn will fulfil two of Altrincham BID's strategic objectives:

Experience Altrincham – enhancing the visitor experience to Altrincham

Rediscover Altrincham – changing perception about the Altrincham of a few years ago and putting the heart back into the town, fostering a sense of community pride and inclusion

The key principles are:

- Commitment to equal opportunities in relation to the recruitment, selection, training/development and involvement of volunteers
- Development of volunteer roles that benefit the Altrincham community
- Recognition that volunteers should feel valued and fulfilled through their involvement with the project by making sure needs are met and providing appropriate training to undertake the role effectively
- Volunteers have the right to express their views so we will ensure that mechanisms are in place for volunteers to contribute to the project's development
- All volunteers and a representative of each of the partner organisations will be asked to sign a Volunteer Agreement

Who's who

Altrincham Hosts has been spearheaded by the Altrincham Unlimited team – Altrincham's Business Improvement District – voted in by town centre businesses and launched in April 2016 to support the continued economic and social development of Altrincham.

Altrincham Hosts has three Honorary Hosts – Graham Brady MP; Joan Scott, Director of Trafford College; Matthew Colledge, former Leader of Trafford Council and local resident.

A Steering Committee will be set up following the launch event.

Altrincham Hosts is underpinned by the following principles:

- Commitment to equal opportunities in relation to the recruitment, selection, training/development and involvement of volunteers
- Development of volunteer roles that benefit the Altrincham community
- Recognition that volunteers should feel valued and fulfilled through their involvement with the project by making sure needs are met and providing appropriate training to undertake the role effectively
- Volunteers have the right to express their views so we will ensure that mechanisms are in place for volunteers to contribute to the project's development
- All volunteers and a representative of each of the partner organisations will be asked to sign a Volunteer Agreement (see Appendix 1 for an example).

Responsibilities of Altrincham Hosts volunteers

Volunteers agree to:

- Read the handbook and policies that are online on the Altrincham Unlimited website and operate in accordance with these policies and procedures
- Show respect to others and treat people equally
- Be reliable, trustworthy and consistent
- Maintain confidentiality
- Only make commitments they can fulfil
- Arrive when expected, or give as much notice as possible if unable to fulfil a commitment

The information in this handbook is intended to make clear the detail of these principles and responsibilities.

Training, development and support

Induction Training

The first step in the Altrincham Hosts training programme is a short induction training, which is designed to familiarise you with your role as a Altrincham Host and give you information about the project set-up and partners. The induction also covers important information regarding volunteering in the local community and our various policies.

Support

We want to make sure we support you to become a Altrincham Host, so at all times we'll be available for support and advice. We will also liaise with each partner, because when you are volunteering for a partner or event, that partner will be your supervisor/mentor.

Monitoring and Evaluation

Altrincham Hosts volunteering opportunities are offered to all Altrincham Hosts in line with our Equality Policy, subject to any specific requirements or considerations.

We would appreciate feedback from Hosts about your involvement so that we can measure the impact of community volunteering, celebrate achievements and deal speedily with any issues or concerns. We also seek feedback from our Altrincham Hosts partners.

Policies

All volunteers have a responsibility to read and be aware of all Altrincham Hosts' policies and guidelines which are available online at

<http://altrinchamunlimited.co.uk/bid/altrincham-hosts>

Equal Opportunities and Diversity

Altrincham Hosts are committed to a policy of equal opportunity and non-discrimination that ensures equality of opportunity and diversity where those with a diverse range of experience, skills, interests, background and availability are able to participate and contribute. Altrincham Hosts will not tolerate action or behaviour that is contrary to this policy and any breach may be grounds to withdraw a Altrincham Host from volunteering opportunities.

The full policy can be viewed online at <http://altrinchamunlimited.co.uk/bid/altrincham-hosts>

Personal Details and Data Protection

When you first join us you will be asked to provide personal details that we need for our records. You should advise us in writing (e-mail is fine) of any changes to your details. More detailed personal information is required in order to process a DBS check – please note that DBS checks will be the responsibility of any event organiser or group for whom an Altrincham Host may support. This is not retained by Altrincham Hosts; original ID documents are verified and copied and the copies are passed to Everybody Trust for processing purposes only and no hard copies are retained.

The full policy can be viewed online at <http://altrinchamunlimited.co.uk/bid/altrincham-hosts>

Safeguarding and Child Protection

It is not anticipated that Altrincham Hosts volunteers will be working with children or vulnerable adults unsupervised during their voluntary role as Altrincham Hosts and therefore any risk to those vulnerable groups is deemed to be minimal. Should a partner organisation request help from Altrincham Hosts with activities that could involve safeguarding issues, that organisation will be responsible for ensuring that Altrincham Hosts meet their own protocols.

However, Altrincham Hosts aims to ensure the safety of all children, young people and vulnerable adults with whom they come into contact. It is the responsibility of any facilitating third party organisation or event organiser to protect children and vulnerable adults from all forms of abuse and discrimination as far as is reasonably practical; that said, Altrincham Hosts are informed via the policy (online) of the different forms of abuse, how to recognise these and to inform a member of the Altrincham Hosts steering group if suspecting or receiving any indications that abuse is or has taken place. This policy includes what is deemed to be good practice and behaviours to adopt when working with children and young people.

This policy has been prepared with reference to information obtained from various support organisations including NSPCC and The Youth Federation. The full policy, and safeguarding and child protection guidelines, can be viewed online at <http://altrinchamunlimited.co.uk/bid/altrincham-hosts>

Health and Safety and Insurance

The policy can be viewed online <http://altrinchamunlimited.co.uk/bid/altrincham-hosts>. Please familiarise yourself with it. When you are volunteering as a Altrincham Host at an event or activity organised by a third party, please follow their procedures in relation to health and safety (including fire safety), accidents and first aid. Where appropriate, you will be covered by the third party's insurance.

It is important to know that we are all responsible for Health and Safety so if you are asked to do something make sure that you are happy to do it or share your concerns immediately.

The Altrincham Hosts community association has public liability insurance and personal accident cover via Ansvar Insurance.

Personal Presentation - Appearance and dress

Please make sure that your appearance and dress is appropriate for the environment; as a Altrincham Host you are representing the town of Altrincham whilst volunteering! When necessary, you will be given a name badge and hi-viz vest.

Confidential Information

As a volunteer you may be provided with, or might have access to, information relating to Altrincham / Altrincham Hosts or one of our partners which is considered to be confidential. Examples include data about the staff, working methods, documentation, financial information, business practice etc. (this list is not exhaustive). Volunteers must not disclose any such information, either verbally or in writing, to any person or company, or make use of such information without the written authorisation of the Volunteer Coordinator. This restriction applies both during and after your period as a Altrincham Host.

Issues, concerns, problems

We really hope that you find your time as a Altrincham Host interesting and enjoyable and we are confident that your contribution will be valued. However, there may be an occasion when either you or one of the Altrincham Hosts partners feels that there is an issue or concern. If this is the case please see the Volunteer Coordinator and speak to each other with a view to resolving any problem as soon as the concern arises and in accordance with relevant policies and procedures.

Expenses

Altrincham Hosts are all volunteers and no expenses are paid to volunteers.

Appendix 1

Altrincham Hosts Volunteer Agreement

This agreement is between

..... and

(Volunteer name)

(Altrincham Hosts)

Volunteer

I agree to offer my services as a Altrincham Host and will do this from.....(date)

- I agree to provide and let you know of any changes to my personal details (name, address, email and best contact telephone number.
- I agree to provide you with my next of kin and/or emergency contact names and contact details.
- I agree to allow you to pass my contact details on to any event organiser for whom I am volunteering as a Altrincham Host
- I have read and agree to follow Altrincham Hosts policies and procedures
- I agree to maintain confidentiality as per the policy and to keep to the confidentiality statement in the Volunteer Handbook.
- I will give Altrincham Hosts as much notice as possible if I cannot be available for one of my sessions.
- I agree to let the Volunteer Coordinator know if I need any resources or support.

Volunteer Coordinator

On behalf Altrincham Hosts I agree to:

- Advise the volunteer of their named contact and provide them with contact details including in case of emergency (e.g. if they are unwell and cannot fulfil a commitment).
- Ensure that volunteers are introduced to event organisers with whom they will be involved as part of carrying out their volunteering role.
- Ensure that volunteering opportunities and roles are clearly defined, explained and supported e.g. ensuring that resources and materials are made available as appropriate.
- Advise the volunteer how, and with whom, they can raise enquiries about carrying out the volunteering role to which they have been matched.
- Lead on the value added by involving volunteers, including benefits to the town of Altrincham and the volunteers.

Signed by:

Dated:

Volunteer

Altrincham Hosts