



VOLUNTEER POLICY

INTRODUCTION

The Friends of Bank Hall (FoBH) (Registered Charity 1147592) took over the management and running of events at Bank Hall in 2012 from the Bank Hall Action Group, whose aim since 1995 was to 'Save Bank Hall'. The Friends group aim to continue the work to maintain and manage Bank Hall for future generations to visit, learn and enjoy the building and gardens.

Historically since the formation of the Action Group the work carried out has been done on a voluntary basis by group members. For the work to continue we need to involve more volunteers to:

- Take part in hosting and helping out at events
- Maintain and manage the gardens and public areas on behalf of Heritage Trust for the North West (HTNW)
- Continue research and archiving the finds
- Provide an educational role to the public

PRINCIPLES

This Volunteering Policy is underpinned by the following principles:

- It is the FoBH core committee members' responsibility to ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to plan and contribute to the work load.
- It is expected that all members will work positively with new volunteers and encourage them to become involved with the active tasks and projects.
- Volunteers will be provided with an action plan during volunteer days, and at events will be shown the routine as to what jobs are required whilst setting up an event and training will be provided for other tasks where appropriate.

PRACTICE GUIDELINES

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, are available on request.

RECRUITMENT

All prospective volunteers will be offered a FoBH Volunteers pack and the opportunity to find out what they would like to do, their skills, suitability and how often they would like to volunteer.

VOLUNTEER AGREEMENTS & VOLUNTARY WORK OUTLINES

Each volunteer will have a volunteer agreement establishing that they acknowledge the policies and procedures while working and in accordance with the Health and Safety Policy. In addition they will agree to a verbal or written outline of the specific work they will be undertaking during any activities carried out on site. Neither of these documents constitutes a contract. FoBH have no intention of creating a contract with any volunteers.

EXPENSES

At the present time FoBH do not cover volunteer's expenses for travel or lunch. It is suggested that Volunteers bring their own refreshments, although free drinks are provided for Volunteers on Event days. If it is agreed at an FoBH meeting to purchase an item on behalf of the group then the item can be reimbursed with a valid receipt for the product using the prescribed Expenses Claim Form.

INDUCTION AND TRAINING

All volunteers will also receive an introduction to the site and what work needs to be undertaken when volunteering. Training will be provided as appropriate. Where possible volunteers will be offered training in First Aid, Health and Safety, Invasive Weed Management, Food Hygiene and Tour Guiding dependant on what role they wish to pursue.

SUPPORT

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future work and air any problems. For general volunteer enquiries the FoBH Membership Secretary may be contacted at bankhallbretherton@hotmail.com or via the Group Secretary, Lionel Taylor on l.taylor@bankhall.org (01772-612801)

THE VOLUNTEERS'S VOICE

Volunteers are encouraged to express their views about any problems they have experienced and any ways that can improve the experience at Bank Hall for both volunteers and visitors.

INSURANCE

All volunteers are currently covered by insurance provided by HTNW whilst they are on the premises and site or engaged in any on site work on behalf of the group.

HEALTH & SAFETY

Due to the nature of the site the house has been fenced off since 1998 to prevent danger to the public. Since the commencement of the restoration of the Hall, the Hall and building compound are strictly out of bounds to Volunteers & Members. First Aid kits are located on site (at the Entrance Hut & Stables Room) and volunteers must be aware of the insurance arrangements above. Volunteers should also be aware of the FoBH Health and Safety policy, a copy of which is available at request.

EQUAL OPPORTUNITIES

FoBH and its principals HTNW operate an equal opportunities policy in respect of age, gender, race, disability and the sexual orientation of all Volunteers and Visitors. However given the nature of the site, the majority of it is not suitable for wheelchair access either for Volunteers or Visitors. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

PROBLEM SOLVING

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is available on request.

CONFIDENTIALITY/ DATA PROTECTION

Volunteer and membership details are held in confidence by our Membership Secretary, Group Secretary and Treasurer. We ask that you will be bound by the same requirements for confidentiality and seek to ask other members for their contact details if they wish to distribute them. Contact details may however be circulated to other Committee Members for communication purposes, i.e. Volunteer & Open Days. We will retain your information indefinitely unless you ask us to remove the same. We will not pass your details knowingly to any third party without your consent. By becoming a Volunteer, it is deemed that you consent to this. Our Data Protection & Privacy Policy is available on request but is also available to view on our website. (www.bankhall.org)

REVIEW

This policy will be reviewed periodically when necessary by the Trustees and any relevant amendments will be notified to Volunteers.