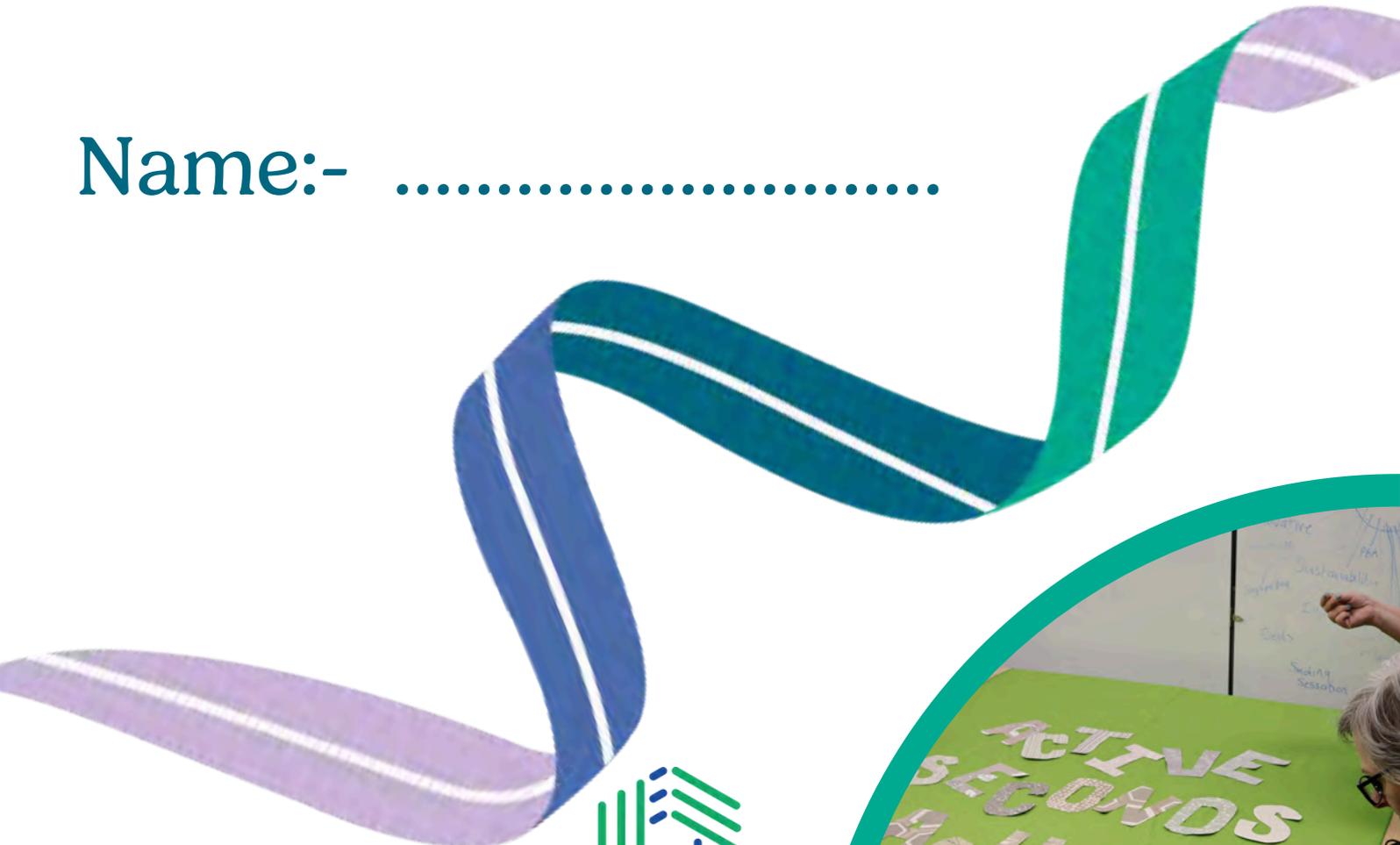




Active
Lancashire

VOLUNTEER WELCOME PACK

Name:-



Active
Seconds



WELCOME TO ACTIVE LANCASHIRE!

We're delighted to have you join our team as a volunteer. Your time, skills, and enthusiasm will make a real difference in helping us support communities across Lancashire.

You are now part of a passionate team who share the same vision – empowering people, strengthening communities, and creating positive change. We look forward to working with you and supporting you on this journey.”



CONTENTS



Who we are and your role



Volunteer Policy



Induction Training



Code of Conduct



Policies and procedures



Personal development



Notes

Who We Are...

Active Lancashire is the strategic lead for Sport and Physical Activity in Lancashire. We connect with like-minded local organisations and individuals to help bring about active lifestyles. Nationally we are one of the many Sport England-led Active Partnerships that drive a sports delivery system across the country.

We believe that sport and physical activity have the power to influence behaviours and develop skills which can have a broader, positive impact on people's lives.

We have locations like Active Cycles, Active Seconds and Rossendale works based in Accrington and Rossendale which supports our objectives.



*OUR GOAL IS TO EMBED SPORT AND PHYSICAL ACTIVITY
INTO ALL ASPECTS OF EVERYDAY LIFE.*

Volunteering

At Active Lancashire we are looking for friendly, motivated, trustworthy volunteers to facilitate or assist at activities. You don't need professional qualifications as we can help you work towards them.

Volunteering is easy and flexible and can be designed to fit around your personal and work commitments. Here are a few things you will gain from your shop volunteer role:

- Make new friends and create positive networks within your area.
- Organisational skills – labelling, tagging, managing and arranging stock.
- Personal Development.
- Developing communication skills
- Building on teamwork skills
- Build your confidence and self-esteem through helping others.
- Raise your prospects by gaining work experience that you can add to your CV.
- Become a valuable member of your community.
- Help people in your local recovery community.
- HAVING FUN!





Role Description

What should you expect working in Active Seconds:

Volunteering in our Active seconds shop is varied, exciting and rewarding. No two days are the same and you have the chance to flex different skills regularly.

What the role involves:

This role may vary depending on needs and is likely to include:

- A minimum basic DBS (arranged and funded by Active Lancashire)
- Assisting customers with their purchases and answer any queries.
- Create displays and maintain a tidy and organised shop.
- Create a positive experience for shoppers.
- Manage stock levels and replenish shelves.
- Adhere to our policies, including safeguarding and health and safety.
- Promoting our work to customers to encourage donations and volunteering opportunities.
- Sort and process donated items to ensure they are suitable for sale.

Training and Development opportunities:

- Complete the Checklist in your Welcome Pack.
- Complete the training listed below:

Must do training	Role Specific Training
<ul style="list-style-type: none"> • Professional Boundaries • Charity Safeguarding • Understanding GDPR • EDI • Neurodiversity in the workplace. • Customer Service • Awareness of Mental Health at Work • Cyber Security 	<ul style="list-style-type: none"> • Gift Aid Training • Health and Safety in Charity Shops Moving & handing for shops teams • Staying Safe – security for charity shops • Level 1 Volunteer Training Program

We will ensure that whilst volunteering with us you will have access to all the support you need to feel comfortable, confident with what you are doing, and able to achieve the most impact through your time with us.

We are an inclusive Organisation and welcome Volunteers from all backgrounds, including those with criminal convictions. However, our project aims to support families, vulnerable adults and participants who may be under the age of 18 so our Volunteer pathway is not suitable for those with a background of sexual or domestic violence offences. In your role you will be supported by a Mentor / Manager.

Volunteer Policy



The volunteer policy is located on the volunteer hub, found below-

<https://activelancashire.org.uk/volunteer-hub/>

Volunteers Responsibilities to participants

- To be punctual and reliable.
- To listen to and respect participant's point of view.
- To be aware of the reason for your involvement.
- To challenge anti-social behaviour.
- To be a good role model.
- To be interested in the participant as a person.
- To reiterate the boundaries associated with your role as a volunteer .
- To not discriminate.
- To be aware of appropriate boundaries.

Volunteer responsibilities to Active Lancashire

- To attend supervision meetings and support groups.
- To adhere to policies issued to you by Active Lancashire.
- To feedback any problems or concerns relating to the participant.
- To maintain confidentiality (unless this needs to be breached in relation to safeguarding concerns).
- To complete all required paperwork accurately and on time.
- To keep Active Lancashire informed of any change in your circumstances which may affect your volunteering role.
- To be a good ambassador for Active Lancashire.

Volunteer Pathway

START



FINISH

Active Seconds



Challenge through
Sport Initiative

The Challenge through Sport Initiative (CSI), one of Active Lancashire's flagship projects, has a charity retail shop and community hub in Accrington's Arndale Shopping Centre called 'Active Seconds'.

The shop sells second-hand goods to encourage people to begin their wellbeing journeys. Donations are received from local organisations and people in the community such as Bric-a-Brac, furniture, clothes, electrical items etc.

All proceeds from the store goes directly back into the project itself, allowing for their team of support workers to continue carrying out life-changing initiatives for the benefit of Lancashire residents.

The shop is open Monday to Friday 10.00-3:30pm and Saturday 10:00-2:00pm



POLICIES AND PROCEDURES



ACTIVE LANCASHIRE CODE OF CONDUCT

Our Code of Conduct sets out our expectations for the standards of behaviour of all our paid staff and volunteers in order to uphold our Values:

Working Together



We drive partnerships and work collaboratively

Everyone counts



We value, respect and appreciate every voice

Forward Thinking



We are innovative, bold and strive to improve

Influencing change



Inspire others to change behaviours and improve lives



Passion

We are passionate about what we do and care how we do it



People first

People are at heart of everything we do

Working Together

- ▶ We recognise the positive outcomes of working collaboratively, and will cooperate fully with our colleagues and partners and comply with all reasonable management instructions.
- ▶ We are committed to empowering our staff to eliminate any instances of offensive, intimidating or hostile behaviour; we will not tolerate bullying or harassment in any form.

Everyone Counts

- ▶ We will behave in a respectful, professional and polite manner and support Active Lancashire's commitment to the promotion of equal opportunity, inclusivity and diversity.
- ▶ We will seek to ensure that all members of our team are respected and supported to perform to their full potential, regardless of age, (dis)ability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, ethnic background, culture, sexual orientation, religion or belief, sex, criminal convictions or any other factor.

Forward Thinking

- ▶ We recognise that the success of Active Lancashire depends on every member of the team having the relevant skills, knowledge and competencies, and are therefore committed to reaching our full potential through our Continuous Professional Development, including both formal and informal activities.
- ▶ We are responsible for our own development and for actively contributing to discussions with our line managers regarding our individual needs; undertaking personal development activity, supporting other team members in theirs and assessing the impact of our development activity.

Influencing Change

- ▶ We are mindful of our leadership role within our sector, and will endeavour to be aware of emerging trends. Wherever possible we will adopt best practice, and encourage others to do the same.
- ▶ We are aware of the importance of our governance and strive to safeguard and act in the interest of our team and the public. We will ensure our behaviour and actions comply with all current UK legislation and with Active Lancashire's policies and we will bring any legitimate concerns to the attention of our Leadership Team.
- ▶ We will uphold and further Active Lancashire's positive public image, both in person and through any Social Media posts or online presence.

Passion

- ▶ We will maintain a good standard of performance at all times and complete our working hours every week in accordance with our Employment Contracts and our Working Hours Policy.
- ▶ We understand the motivating impact of regular collaborations with our colleagues, and will commit to attending all team meetings and staff development sessions, either in person or online as needed.
- ▶ We recognise the impact that business operations can have on the environment, and are committed to finding ways in which we can reduce the impact of our work both in the office and when working from home.

People First

- ▶ We will always do our best to protect the health, safety and wellbeing of our team and those who come into contact with us. We will make ourselves aware of our Health & Safety and our Safeguarding policies and procedures and report any accidents, incidents or concerns according to these policies.
- ▶ We are committed to ensuring that an individual's privacy and confidentiality are maintained and that measures are in place to ensure data is protected, therefore we will comply with current principles of data protection and information sharing guidance.

IF YOU HAVE ANY CONCERNS AROUND SAFEGUARDING, WELFARE OR BEHAVIOUR, PLEASE CONTACT ONE OF THE FOLLOWING TEAM MEMBERS:

Donna Rilet
HR & Finance &
Safeguarding
Coordinator
Tel: 07311 370441
Email: drilet@activelancashire.org.uk



Ronan McMahon
Deputy Safeguarding
Officer
Tel: 07861 551390
Email: rmcMahon@activelancashire.org.uk



Nathan Moulds
Deputy Safeguarding
Officer
Tel: 07877 647519
Email: nmoulds@activelancashire.org.uk



Gwen Hughes
Deputy Safeguarding
Officer
Tel: 07474 615073
Email: ghughes@activelancashire.org.uk



ACTIVE SECONDS/CYCLES
SAFEGUARDING AND
HEALTH & SAFETY REPRESENTATIVE

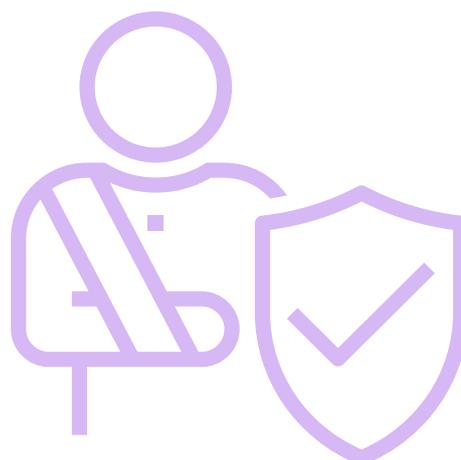
Anthony May
CSI Administration Officer &
Volunteer Coordinator
Tel: 07465743754
Email: amay@activelancashire.org.uk



Have you read the below policies?

Policies to read!	Date You have read this	Your signature Mentor / Manager Signature
Volunteer Agreement		
Confidentiality Agreement		
Complaints Policy		
Dignity at work		
Code of Conduct		
Equal Opportunities Policy		
Health & Safety		
Information Sharing		
Lone Worker		
Disclosures in the public interest policy		
Alcohol and Substance misuse		
Safeguarding		
Digital Safeguarding		

Accidents and Emergency reporting



- Accidents and Emergencies occur from time to time, If you are unable to reach the session you are covering due to illness, accident etc. please report to your line manager.
- If there is an incident that occurs at your session please report to your line manager or a member of staff as soon as possible. you will need to complete a report form. If this happens to be an out of hours safeguarding issue please call the emergency out of hours safeguarding team at LCC.
- In the event of an emergency at your session/ shop/event then please call the emergency service (999) and then report to a member of staff ASAP. You will need to complete a reporting form that is given to staff, alternatively the staff member can complete this form online.

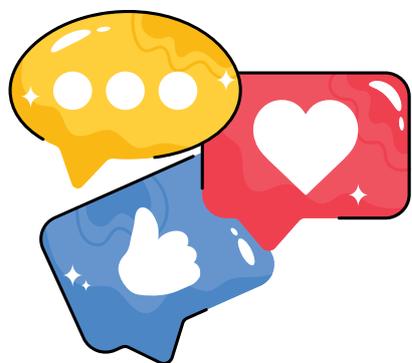


Risk Assessment

A risk assessment in the workplace is a careful check of what could cause harm to people, whether physical, mental, or environmental. It helps to identify hazards, decide how likely they are to cause harm, and put measures in place to reduce or remove risks.

Speak to your Manager or Mentor to be aware of the risk assessment for Active Cycles.

ACTIVE LANCASHIRE RISK ASSESSMENT TEMPLATE							
LOCATION	PERSON ASSESSING		AUTHORISED BY (H & S OFFICER)				
ACTIVITY	DATE OF ASSESSMENT		DATE TO BE REASSESSED (12 MONTHS)				
What are the hazards?	Who might be harmed and how?	What is already being done to control the risks?	What further action needs to be done to control the risks?	Who needs to carry out this action?	When is this action needed by?	Action completed	



Social Media Advice

As a representative of Active Lancashire it is your duty to protect the company's reputation. Once something has been put on social media or entered into the public domain it can be difficult to retrieve.

When posting on your private or public social media here are some things you need to consider:-

- a) **Respect confidentiality:** Do not share confidential or sensitive information about the company, its clients, or employees on social media.
- b) **Maintain professionalism:** Act responsibly, respectfully, and ethically on social media. Avoid sharing inappropriate or offensive content.
- c) **Identify your role:** If discussing the company or its business on social media, identify your role at the company and make it clear that your views are your own and not those of the company.
- d) **Comply with copyright laws:** Respect intellectual property rights and always attribute sources when sharing content created by others.

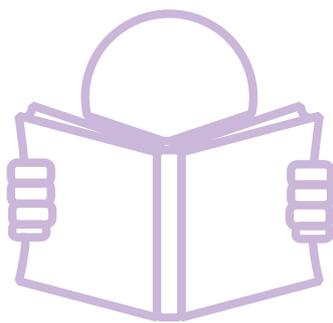
On your personal social media feel free to share projects, updates, news and achievements in honour of Active Lancashire.

If you have a situation or an issue please email contact@activelancashire.org.uk.

If you are looking to post on Active Lancashire's social media please speak to an Active Lancashire staff member who can sort this for you .



PERSONAL DEVELOPMENT



Training to complete

Volunteers should receive training against the following subjects before as part of your induction. These can be found within the Volunteer Hub

<https://activelancashire.org.uk/volunteer-hub/#training>

Courses	Date completed
Professional boundaries	
Charity Safeguarding	
Understanding GDPR	
EDI Awareness	
Neurodiversity in the workplace	
Awareness of Mental Health at Work	
Cyber Security	
Gift Aid Training	
Health and Safety for Charity Shops	
Moving & handling for shops	
Staying Safe - security for charity shops	
Level 1 Volunteer Training Program	

Based on your area work, the following training will also be assigned to you for completion.

For shop staff:

- Customer service course, Level 1 Volunteering

Your onboarding mentor will talk you through the steps and how you can access them on the Active Lancashire Website / Volunteer Hub

Customer Service - shop staff

Providing excellent customer service as a volunteer in a shop is essential for creating a positive experience for customers and maintaining the shop's reputation. Here are the behaviours that we expect from customer service staff:-

- Be welcoming and friendly: Greet customers with a smile and a friendly attitude when they enter the shop.
- Be attentive: Pay attention to customers' needs and be ready to assist them in finding products or answering questions.
- Know your products: Familiarize yourself with the products or services offered in the shop so you can provide accurate information to customers.
- Keep the shop clean and organized: A well-maintained shop makes it easier for customers to find what they need and creates a positive shopping experience.
- Listen actively: When a customer has a question or concern, listen carefully and patiently to understand their issue and provide an appropriate solution. Be empathetic and patient: Show empathy and patience when dealing with customer complaints or concerns, and work towards finding a satisfactory resolution.
- Communicate effectively: Speak clearly and concisely when providing information or assistance to customers.
- Handle transactions efficiently: Process purchases or returns quickly and accurately to minimize wait times for customers.
- Maintain a professional appearance: Dress appropriately and follow the shop's dress code to present a professional image.
- Request feedback: Encourage customers to provide feedback on their shopping experience to help improve the shop's customer service.



Lead Contacts

Mentor Name

Contact number



If in doubt

..... Ask!

We want to encourage all volunteers to understand and use this handbook, if you are unsure of anything within, please do not hesitate to contact a staff member.



**Active
Lancashire**

