

**SERVICE INFORMATION SYSTEM (SIS)**
**PREPARATION OF SERVICE INFORMATION AND HEALTH AND SAFETY GUIDANCE NOTES**

**SIS NO. :** CRR-CS-3 Volunteer Policy  
**SECTION :** Community Risk Reduction, Community Safety  
**CONTACT MANAGER :** Area Manager – Community Safety  
**DATE OF ORIGIN :** July 2010  
**LAST REVIEWED :** N/A  
**FUTURE REVIEW DATE :** July 2012

**OTHER REFERENCE DOCUMENTS:** 1/1/1 Valuing Equality and Diversity Policy; 2/1/1 Pay and Recognition Policy; 4/1/0 Safeguarding Children and Young People Policy and Guidance; 4/1/8 Data Protection, CS/T/1 Driving Policy, 5/1 Expenses Policy, 1/1/5 Criminal Records Bureau Disclosure Check Policy, 4/4/1 Volunteer Dispute Resolution Policy, Volunteer Agreement Document.

**RISK ASSESSMENT NUMBERS :**
**POLICY STATEMENT**

Cheshire Fire & Rescue Service (the Service) is committed to the continual and active recruitment of volunteers to assist in the undertaking of activities that are aligned to the Service Integrated Risk Management Plan. Volunteers will support the Service in its work to ensure Cheshire West and Chester, Cheshire East, Halton and Warrington are safe places in which to live, work and travel and to assist in engaging with hard to reach people in the community. This policy details the systems and processes that ensure that the recruitment, appointment, training, deployment and management arrangements covering volunteers are carried out in accordance with the recommendations contained in the guidance set out by “Volunteering England” ([www.volunteering.org.uk](http://www.volunteering.org.uk)). The policy sets out the principles of good governance and relevant legal requirements.

It is worth noting that volunteers are distinctly different to employees and are therefore not covered by the same employment process and rights. The policy indicates the processes that are relevant to volunteers.

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# KEY INFORMATION

## 1. INTRODUCTION

- 1.1. Cheshire Fire & Rescue Service (the Service) provides services to the communities of Cheshire West & Chester, Cheshire East, Halton and Warrington with the stated aim of reducing the numbers of preventable deaths, injuries or damage from fires and other emergencies.
- 1.2. To assist in achieving this, the Service actively recruits and engages volunteers to work along side and in support of staff undertaking activities that are aligned to the Service's Integrated Risk Management Plan.
- 1.3. The purpose of this policy is to set out how the Service will work to provide opportunities so that anyone who wishes to volunteer for the Service can do so, subject to appropriate governance checks. The Service will also ensure those managers and others responsible for the co-ordination of volunteers will be offered the appropriate instruction, guidance and support.
- 1.4. Volunteers engaged by the Service will do so under the direction of Service staff and will be co-ordinated and managed via the appropriate person, according to the area in which they have volunteered. An overview of the roles available for volunteers to undertake and the nominated contact for those roles is included in Appendix 1.

## 2. VOLUNTEER RECRUITMENT

- 2.1. Volunteer recruitment is an ongoing process which is accessed via the service website. The engagement process is led by the number of applications at any given time rather than from a particular recruitment campaign. This does not however, preclude any such campaign being run where a specific need has been identified.
- 2.2. When deciding on the need for a new volunteering role, considerations must be made as to the level of commitment required and the best methods to adopt for recruitment. The Human Resources Department/Volunteer Co-ordinator will support recruitment through promoting advertisements on all job adverts, vacancy section of the website and on the volunteer page of the website. Positive action days, stands at local events and specific volunteer fairs as well as positive action days will also promote volunteering opportunities. The Service's Equality and Diversity Officer can provide support and guidance on making contact with hard to reach communities in relation to volunteer recruitment campaigns.
- 2.3. Each Unitary Safety Manager (USM) will consider in liaison with the Unitary Performance Manager (UPM) what roles will be beneficial to them and the local community. New roles should be discussed with the Volunteer Programme Co-ordinator and the Human Resources department to ensure that an appropriate role description is developed and information packs are updated. HR hold and distribute information packs, including role descriptions, standard letters and application forms.

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- 2.4. There are various approaches that can be used when engaging volunteers. These include active communication, targeted recruitment and using existing contacts such as local volunteering centres to promote opportunities available.

### Application process

- 2.5. Prospective candidates can obtain information regarding the various volunteering roles and the application form from the Service website [www.cheshirefire.gov.uk](http://www.cheshirefire.gov.uk) or by contacting the Human Resources department.
- 2.6. The completed form should be returned to the Human Resources department who will record the applicants' details, request two references and issue a Criminal Records Bureau (CRB) check form to the prospective volunteer for completion as part of the terms of engagement. Human Resources will always enter volunteer details onto their system and the Volunteer Management System. A unique identification number is generated from an excel spreadsheet and a Personal Record File is created. Volunteers will not be able to commence their role until CRB clearance has been received.
- 2.7. On receipt of the volunteer application the Volunteer Co-ordinator will ensure that the applicant meets the minimum requirements for volunteering and forward the name and contact details to the relevant USM or activity leader. Human Resources will generate the interview pack and questions (that are revised regularly). The USM or activity leader will arrange to interview the applicant to confirm eligibility for the role. Any health concerns that may have an implication on the volunteer's role will be treated individually based on advice from HR and Health and Safety department.

### Engaging the volunteer

- 2.8. Applicants will not be deemed 'active' volunteers until satisfactory references have been received. New volunteers will be provided with an agreement form, appropriate dress and identification card (ID). New volunteers will be required to attend an induction and will receive the necessary training for their role.
- 2.9. Pending receipt of appropriate checks, Volunteers will be able to undertake volunteering activities for the Service, but these would be limited to office based induction / administrative procedures under supervision and activities that do not involve engagement with vulnerable adults or children.
- 2.10. The Human Resources department will provide notification of receipt of a successful CRB disclosure check and the volunteer will then be able to undertake full volunteering activities. This will be subject to completion of appropriate training and will be in accordance with the relevant service policies and risk assessments for the activities.

## 3. INDUCTION AND TRAINING

## KEY INFORMATION

- 3.1. Induction will take place as part of the process of a volunteer beginning their voluntary activities. Examples of the type of information and activities to be undertaken as part of this induction are detailed in the briefing sheet attached as Appendix 2.
- 3.2. An essential part of the induction is to make a volunteer feel comfortable with the workings of the organisation. It is important to provide the volunteer with enough background information and practical knowledge of the Service to allow them to understand their contribution. This process is known as orientation.
- 3.3. It has been shown that much of the early retention loss in volunteer programmes is due to the absence of good orientation. The prime goal of the orientation programme is to show a new volunteer that they are a welcome addition to the team as well as the social context in which the volunteer will be carrying out their role.
- 3.4. The induction will include an introduction to the leadership of the Service, a welcome from employees and existing volunteers and a brief description of the volunteer dress code, expectations etc.

### Training

- 3.5. Training and development equips volunteers with the knowledge and skills that are essential for the role they are volunteering for. The following areas will be considered by the Unitary Safety Manager/ Lead Advocate or activity lead when deciding on the training required:
  - What information does the volunteer need to perform the task?
  - What skills does the volunteer need to perform the task?
  - What attitudes or approaches does a volunteer need to adopt to perform the task?
  - What training is required to protect the organisation and the volunteer?
- 3.6. Training for volunteers will be provided using a variety of methods, these include:
  - Local and central training events,
  - One to one training,
  - E-learning training packages, and
  - Self study of service policies etc.
- 3.7. The majority of the training will be in the form of activity based mentoring and coaching. This will allow the volunteer to gain the necessary skills over a period of time but will also mean that they can start to get involved in front line delivery of services at an early stage, so helping retention.

## 4. CO-ORDINATION ARRANGEMENTS

## KEY INFORMATION

- 4.1. The Volunteer Co-ordinator based at Service HQ will be responsible for the development and support of USMs and activity leaders with regard to all aspects of volunteering.
- 4.2. The USM or other activity lead officer will be responsible for developing, implementing, monitoring and evaluating the volunteer programme and the volunteers. Responsibility will include agreeing the need for volunteers, the definition of their priorities and establishing who will be the volunteer's agreed contact officer (see 4.3 below).
- 4.3. All volunteers will be given a named point of contact (usually the Unitary Safety Manager/Lead Advocate or the activity lead), who will maintain regular contact and arrange volunteer activities.
- 4.4. It is essential in the retention of volunteers that appropriate access is provided for them to interact with colleagues and employed staff. Managers with responsibility for volunteers and contact officers will adopt the following methods to assist in this process:
  - Open door – always being available to volunteers
  - Regular telephone calls / emails to volunteers
  - Surgeries – specific times to be available to the volunteers
  - Fixed supervision sessions
  - Meetings and social events with paid staff and volunteers
  - Meetings solely for volunteers
  - Volunteers newsletter or notice board
- 4.5. A Volunteer Management System (VMS) is used to record volunteer activity (hours worked) and allocation of uniform. This enables USMs, lead advocates and other activity leaders to monitor and report on levels of volunteer activity.
- 4.6. In order to maintain security of the information on the system, data is input by a limited number personnel with specific access rights. The administration section of the HR Support Unit is responsible for entering and updating personal information on VMS, PRF and HR system. Human Resources send off for CRB checks and on receipt update VMS accordingly. Contact officers or lead advocates are responsible for the recording of volunteer uniform records. The Volunteer Co-ordinator at HQ records the number of hours worked. It is imperative that volunteer timesheets are completed for all activities and forwarded to HQ for entry onto the system on a regular basis (maximum interval 1 month). It is the responsibility of the contact officer for the volunteer to ensure that these records are completed and forwarded. This responsibility has been included in the Service's Quality Assurance process.
- 4.7. In addition to the VMS, a record will be kept by contact officers of all engagements with volunteers. This will ensure that volunteers are kept informed of activities and will provide evidence on the levels of commitment of individual volunteers. The maximum duration between these contacts

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should be 2 weeks unless other arrangements are agreed between the volunteer and the activity leader.

- 4.8. Where despite numerous efforts, the Service is unable to contact a volunteer or where a volunteer has not been able to engage for a period of 3 consecutive months; the contact officer should contact the volunteer co-ordinator at FSHQ who will arrange for HR to send out a letter checking on the status of the volunteer. (Appendix 3).
- 4.9. If no reply is received from this letter within a period of one month of the date of posting, a second letter will be sent informing the volunteer that the service wishes to terminate their volunteering role (Appendix 4).
- 4.10. If it is the case that such a termination is completed, it will be carried out in accordance with the procedure detailed in section 5 of this document. All correspondence relating to such matters will be copied to the relevant activity leader.
- 4.11. Volunteers will be given the opportunity to discuss and review their involvement and role, identify any future potential volunteering opportunities at an annual group review meeting and feedback on their experiences. This will be conducted by the Unitary Safety Manager/Lead Advocate.
- 4.12. At these review the agreed contact officer will ensure that volunteers are able to openly discuss their concerns in order to avoid the development of reasons to end their volunteering with the Service. A template is available to use as a prompt when conducting the group review session. (Appendix 5). Development needs should be discussed with the agreed contact officer to identify how best the requirement can be met i.e. provided locally or by the Learning and Development Centre.
- 4.13. Once a volunteer has been engaged by the service it may be that they would wish to be involved in other / additional activities. In order to assess the practicalities of such requests, it may be necessary for the volunteer to undertake an interview with the activity leader for the new activity. This interview will be used to skill match the individual to the role. The need to undertake such interviews will depend to a large extent on the similarity between the original and new roles.
- 4.14. In order for the Service volunteer programme to be successful, volunteers must be clear about what is expected of them when participating in volunteering activities on behalf of the Service. All volunteers will therefore be required to sign a Code of Conduct statement to demonstrate their agreement to this requirement (Appendix 6). Examples of the policies that volunteers are expected to observe include but are not exclusive to:
  - CRB Policy
  - Safeguarding Vulnerable Adults
  - Dignity at Work
  - Valuing Equality & Diversity

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- Safeguarding Children and Young People policy
  - ICT Acceptable Use
  - Information Management / Data protection
  - Alcohol, drug and substance misuse policy
  - Volunteer Dispute Resolution Policy
  - Environment
  - Smoke free workplace
  - Health and Safety Guidance and Policies
- 4.15. Following successful engagement all volunteers will be issued with the appropriate uniform for their role and a Service Volunteer Identification card. (Details of uniform issue are available in appendix 7)
- 4.16. In order to ensure that volunteer identification cards do not become subject of misuse or become lost or stolen, they will be required to be kept at the most appropriate service location and only issued to the volunteer for use when they report for activities. They should be returned to the USM, activity leader or contact officer for safekeeping on completion of the activity.
- 4.17. In the event of a concern about a volunteer's behaviour, their appearance and / or bearing when undertaking activities, the matter will be discussed with them in a timely, professional and appropriate manner by the Unitary Safety Manager/Lead Advocate. Such matters will be reported to the USM or activity leader who should then refer to the Service Volunteer Dispute Resolution Policy for guidance. Matters of a more serious nature or matters involving criminal misconduct will be referred directly to Human Resources department.

### Expenses and Insurance

- 4.18. Volunteers will be entitled to expenses that relate to the cost of travel to and from the place where the activity is being held and home or the point where they leave Cheshire, if they live in a different county. This will include travel to meetings, training or other relevant activities. Volunteers who travel to and from their place of volunteering by car will be reimbursed for the actual mileage travelled. Any travelling to events outside of Cheshire should be done using service pool cars, where this option is not available, all travel should be approved by the USM or activity lead officer first. Expense claims should be submitted on the volunteer expense claim form (Appendix 8) and will be paid in accordance with the nationally agreed rates.

Copies of the volunteer's insurance certificate and expenses claims are checked by HR and passed to the Finance department via Agresso.

- 4.19. Volunteers who travel by public transport will seek approval from the USM or activity lead officer in advance of undertaking a journey. To claim reimbursement expenses receipts should be attached to the claim form.
- 4.20. Volunteers who wish to use their cars to undertake volunteer activities must check they are covered to use their vehicle for volunteering activities. A letter is available for the volunteer to send to his/her insurance company regarding this requirement (Appendix 9). Evidence of insurance cover or

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approval by insurers to use their vehicle for volunteering, a verified copy of their driving licence and valid MOT certificate should be submitted with their first mileage claim and thereafter provided on an annual basis. USM's should ensure that this information is requested and obtained annually and recorded onto the Volunteer Management System (VMS). Details of how to claim and the methods of payment are included as part of the volunteer induction training.

- 4.21. The Service provides insurance whilst volunteers are on any Fire Service property or engaged on any task on behalf of the Service. However in order to ensure that the volunteer would be eligible to claim against such cover, it is important that they follow the guidelines of the role or activity being undertaken. The insurance policy will only cover an individual if they adhere to the activities they are authorised to undertake and carry it out in accordance with service policy / guidance.

## 5. TERMINATION OF ENGAGEMENT

- 5.1. Where a volunteer decides that they no longer wish to engage they must notify their contact officer, USM or activity lead officer and return all uniform and equipment that has been issued to them in person to their contact officer, and a receipt will be issued. The USM or activity lead officer will forward details to the volunteer co-ordinator at service HQ who will arrange for the archiving of records from the Volunteer Management System.
- 5.2. Where the Service identifies that they would no longer wish an individual to volunteer, the USM or activity lead officer will contact the volunteer by the most appropriate method to inform them that their services are no longer required. All such terminations of engagements will be carried out in accordance with the volunteer disputes policy. On notification of such termination the volunteer will be required to return all uniform and equipment that has been issued to them. The USM or activity lead officer will forward details to the volunteer co-ordinator at service HQ who will arrange for the archiving of records from the Volunteer Management System and CRB records. The PRF is archived and the CRB form is kept for 6 months and then destroyed.
- 5.3. Due to the trust placed in the brand and uniform of Cheshire Fire and Rescue Service, there is a potential that uniforms can be used to gain access to vulnerable homes in order to carry out criminal acts. Therefore the return of all such items is of paramount importance and where this is not completed then the Service will, if necessary, pass the matter to the police.
- 5.4. As a general rule references for volunteers will only be provided where the volunteer requesting one has been actively engaged in CFRS activities within the last 3 months. In exceptional circumstance this may be extended to 6 months where a valid medical condition has prevented engagement. No references will be provided where volunteer services have been discontinued due to inappropriate behaviour.

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### 6. MONITORING & REVIEW

- 6.1. In order to ensure that the Service continues to effectively engage and retain volunteers, the following measures will be implemented:
- Regular volunteer meetings will be held at unitary offices to ensure ongoing liaison with and education of volunteers within all the differing volunteer sections. These meetings will also be used as a forum for volunteers to provide feedback to Unitary Safety Managers/Lead Advocates or activity leads on factors likely to effect volunteer engagement. Annual reviews detailed in paragraph 4.9 will also contribute to the monitoring of this policy.
  - Unitary Safety Managers/Lead Advocates or activity leads will organise volunteer evenings once every three months which will also be attended by Group Managers and Station Managers from Community Safety. These evenings will be an opportunity to provide volunteers the latest relevant information on the Service and introduce them to new policies, procedures and deliver training. Upcoming events where their support would be beneficial will also be promoted. This session will take place at in unitary areas. Details of those attending and the subjects covered will be recorded. This system will be reviewed after 12 months to ensure it's effectiveness based on attendance levels and feedback from unitary centres and volunteers.
  - The volunteer policy will be included in the unitary office key policies folder to ensure that all staff that are responsible for the co-ordination or engagement with volunteers are fully aware of the scope of the scheme and their responsibilities within it.
- 6.2. The policy will be reviewed in August 2012 and an annual report will be provided to SMT on levels of volunteer activity together with an overview of the value added by volunteers in August 2011.

# KEY INFORMATION

## Appendix 1

### Role Descriptions for each of the volunteer roles;

- Safety Team Volunteer
- Historical Society Volunteer
- Cadet Leader
- Targeted Youth Support Volunteer
- Smokebusters 2
- Road Safety Volunteer
- Fire and Emergency Support Service (FESS) Volunteer
- Exercise Role Play Volunteer
- Post Fire Safety Team Volunteer
- Business Liaison Volunteer

## VOLUNTEERING ROLES

### Safety Team

#### **Contact - Unitary Safety Manager for relevant area**

Safety Team volunteers support the Service in its work to ensure Cheshire West and Chester, Cheshire East, Halton & Warrington are safe places in which to live, work and travel. The aim of this role is to enhance and complement the role of firefighters and community safety staff in meeting the needs of our local communities and helping to build closer links with all elements of our communities.

The role consists of fitting free smoke detectors and giving fire safety and road safety advice in the home and at community events, ensuring that the local community is protected and well informed in the event of an incident.

### Historical Society Volunteer

#### **Contact – Historical Vehicle Co-ordinator**

Cheshire Fire and Rescue Service have restored back to their original condition several vintage fire appliances. The oldest goes as far back as the steam age. Volunteers of the Historical Society look after these vehicles bringing them back to their former condition in order to show them at events. These vehicles are used at various events to attract people to engage with personnel delivering community safety messages.

The role requires the volunteer to assist in the refurbishment and maintenance the vehicle(s) to acceptable working order. The role may require the volunteer to travel to locations in Cheshire and occasionally to other areas of the country.

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## **Cadet Leaders**

### **Contact – Cadet Officer**

Cheshire Fire and Rescue Service run Cadet Units on the majority of the stations throughout the service area. These units are run by volunteer Cadet leaders.

As Cadet Leaders, volunteers will support the scheme in providing young people aged 13 to 18 with an insight into working within a uniformed service as well as encouraging them to develop both personally and socially while promoting self discipline, team work and citizenship. Cadet units consist of up to 20 cadets usually 50% males, 50% female and 4 leaders made up of both fire service personnel and volunteers from the community.

## **Targeted Youth Work**

### **Contact – Targeted Youth Support Team Manager**

Volunteers will support staff in the delivery of programmes designed to re-engage with challenging young people aged 13 to 16 who usually find engaging in education difficult.

The programmes involved have an emphasis on team building and providing positive activities for young people to complete. Activities may include: Basic fire fighting, mini drive survive, water awareness, orienteering, mountain biking etc. At the end of the course there is a graduation ceremony for those who have successfully completed the course.

Volunteers will be required to engage with the young people, to support staff in delivering activities and encourage young people to follow instructions. Volunteers may also be requested to act as a mentor to a young person.

## **Smokebusters 2**

### **Contact – Smokebusters Co-ordinator**

The Smokebusters team work on dance and drama presentations to deliver fire safety messages, in a light hearted way.

Volunteers will be required to support this team, helping to make song suggestions and coming up with dance routines to match, as well as developing and performing short drama scenarios to deliver the fire safety message.

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## **Princes Trust**

### **Contact – Princes Trust Team Programme Coordinator - FSHQ**

The Princes Trust team deliver a full time 12 week programme to a range of young people aged between 16 and 24. Young People on the course typically fall into the category of NEET (Not in Education Employment or Training).

The team starts with basic team building, includes a residential visit and the organising of community project (such as painting a community room), leading to a graduation at the end of the course.

Volunteers are required to support the team throughout the programme and to provide a positive role model to team members. They also support core staff on the team (typically 2 per team of 12 young people), and provide general help in the management of resources.

## **Road Safety**

### **Contact – Road Safety Manager - FSHQ**

Road Safety Volunteers will need to understand the ethos of Community Risk Reduction and Road Safety which is a crucial part of Cheshire Fire & Rescue Service's (CFRS) overall safety strategy.

Volunteers will after training feel confident to discuss road safety issues with members of our communities and will stand along side CFRS staff and with our partners within the road safety field, delivering road safety messages to members of the public.

This will be done by raising awareness of road safety matters whether it be seatbelts, mobile phones, speed etc

## **Fire and Emergency Support Service (FESS) Volunteer\***

### **Contact – Red Cross Coordinator - Knutsford**

The Fire and Emergency Support Service volunteers will be required to assist the team to provide support to occupiers of properties which have been affected by fire. The role involves the attendance at incidents in the purpose built support unit and providing practical assistance in the form of clothing (if necessary), advice on insurance and rehousing matters, telephone availability and immediate shelter during and immediately after an incident.

Although this role is not a direct report to Cheshire Fire and Rescue Service, volunteers can be referred through to the British Red Cross who run the service.

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## **Exercise Role Play Volunteer**

### **Contact – Resilience Team Exercise Co-ordinator FSHQ**

Exercise role play volunteers will be required to act as casualties and other persons involved in simulations of emergency, during service exercises.

The role will involve the volunteers working closely with operational crews, being placed in vehicles, and situations that require physical rescue or the passing of information to crews.

Part of this role will be to provide feedback following the exercise that will enable operational crews to identify any areas where improvement in performance can be made.

## **Post Fire Support Team Volunteer**

### **Contact – Volunteer Co-Ordinator FSHQ**

Post Fire Volunteers will be required to attend incidents where low level damage has occurred to assist occupiers who may be of limited means or of a reduced physical capability in the cleaning and restoration of facilities.

Volunteers will be required to undertake cleaning operations and removal of small damaged items to allow occupiers to stay in their property.

This role will be subject to a short notice response and will require the driving of a service vehicle.

## **Business Liaison Volunteer**

### **Contact – Business Liaison Manager - CFP dept FSHQ**

By working in partnership with outside agencies CFRS strive to promote a fire safe environment within all non-domestic premises.

As part of the Community Fire Protection team, the Business Liaison Volunteer will support Cheshire Fire & Rescue Service in its work to ensure Cheshire West and Chester, Cheshire East; Halton & Warrington are safe places in which to work. The aim of this role is to enhance and complement the Community Fire Protection team and other fire service personnel in meeting the needs of our local business communities and help build closer links with them.

The Volunteer will contribute to the successful delivery of business fire safety initiatives at events and presentations within our business communities, helping to raise awareness of the Regulatory reform (Fire Safety Order) 2005 and reduce the impact of both Unwanted Fire Signals (UwFS) and Arson. Volunteers will visit businesses to offer fire safety information and carry out pre-audit business safety checks.

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## Availability of this service for volunteer roles

<b>Volunteer Role</b>	<b>Activity</b>	<b>6 Monthly Season</b>	<b>Days</b>	<b>Hours</b>
Safety Team	HSA	Summer/Winter	Monday – Sunday	8am – 8pm
Road Safety	DED	Summer	Saturday & Sunday	9am - 6pm
Road Safety	DED	Winter	Monday - Friday	9am - 5pm
Historical	Community events	Summer	Monday -Sunday	8am - 8pm
FESS		Summer/Winter	Monday - Friday	6pm-6am rota
FESS		Summer/Winter	Saturday, Sunday & Bank Holidays	24 hour rota
PFST		Summer/Winter	Monday - Sunday	24 hour rota
Business Liaison	BSA	Summer/Winter	Monday - Friday	9am - 5pm
Role Play		4-6 events per year		
Welfare Unit	Protracted incidents	Summer/Winter	Monday -Sunday	24 hour rota
Cadet Leader	Cadet nights	Summer/Winter	1 evening per week	6pm-9pm
Youth Team	Princes Trust events	Summer/Winter	Monday-Friday	8am – 10pm

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## Appendix 2

### CORPORATE INDUCTION CHECKLIST

**Name of Volunteer**

**Work base and Dept**

**Start Date**

**Name of contact officer**

**Person giving induction if different to contact officer**

The following checklist should be used to ensure that all new volunteers have received appropriate induction into the Workplace, Health and Safety and Key Policies.

In addition to the corporate induction checklist the contact officer should ensure that a local induction checklist is covered with each of the new volunteers which will cover department specific information.

This is an important element for all staff that have changed role or department in the service

It is the responsibility of both the contact officer and the volunteer to ensure all relevant items are properly covered during the induction period.

This checklist is to be completed within the first month of an volunteer's Start date and a signed copy is to be forwarded to HRSS and kept on the individual's personal record.

**Checklists completed on**

**Signed contact officer**

**Signed volunteer**

**Date**

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## Corporate Induction Checklist

**Stage One – To be completed as far as possible on the first day of volunteering but must be completed within first week**

Area Covered Date completed and any additional comments – please identify if area is non-applicable

### 1. Department and organisation

- Departmental induction pack
- Departmental plan
- IRMP
- Green Bulletin
- ICT Acceptable user policy (CS/BIT/1)
- Code of Conduct(4/1/1)
- Dignity at Work(4/1/2)
- Smoke Free Workplace (1/3)
- Drugs and Alcohol(7/2)
- Appearance and Bearing (Ops 8/38)
- Environmental policy

### 2. Joining Formalities

Volunteer has:

- Role description
- Basic hours of volunteering
- Time sheets
- Licenses and qualifications
- Contact details including emergency details
- ID badge
- Uniform
- Car allowance(2/1/1 – *pay and recognition policy*)
- Expenses

### 3. Introduction to:

- Designated point of contact
- Immediate work team
- Immediate workplace and equipment

### 4. Workplace layout

- Toilets and showers
- Entrances, exits and department layout
- Hot and cold drinks facilities
- Quiet areas
- Walkways and Parking
- Booking in and out of sites and visitors
- Site specific risks including restricted/prohibited areas
- Notice boards (general, environmental, departmental, health and safety)
- How to dispose of waste and recycling

### 5. Health and Safety and Welfare

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- Occupational Health arrangements
- Personal Protective Equipment
- Display Screen Equipment
- Lone working
- Risk assessment policy (4.1)
- Reporting procedures accidents/near miss and defect reporting (5.1)

### 7. Fire drill and evacuation

- Tests(when and time)
- Location of escape routes
- Location of assembly points
- Local policy on fire evacuation
- Location of fire alarm call points
- Location of fire extinguishers
- Location of any local hazards
- Disabled person evacuation

### 8. Role-Related Aspects of Work

- Role description
- Volunteer Policy
- Functions and objectives of your team
- On role training
- Data protection Act
- Food Hygiene
- Vehicles (*driving policy ops 4.9*)

**Signature:**

**Date:**

**(Contact officer conducting induction)**

**Signature:**

**Date:**

**(Volunteer)**

# KEY INFORMATION

## **Corporate Induction Checklist**

### **Stage Two to be completed within 4 weeks of start date**

Area Covered Date and Comments √('x' if not applicable)

#### **1. Introductions**

- Organisational Structure and other departments

#### **2. Workplace Layout**

- Reinforce Stage One on fire exits, emergency procedures, assembly points
- Security and Reception staff

#### **3. Special procedures**

- Bomb threats and procedure or suspicious packages
- Procedure for receipt of fire calls

#### **4. Welfare**

- Sports and Welfare section
- Woman's Institute section
- Chaplaincy
- Gym

#### **5. Training**

- Data protection- e learning
- Safeguarding children – e learning
- Drugs and Alcohol –e learning
- Environmental – e learning module

#### **6. Further role related aspects**

- CFRS corporate plan
- CFRS Mission, Vision and values
- Complete induction Questionnaire

**Signature:**

**Date:**

**(Contact officer conducting induction)**

**Signature:**

**Date:**

**(Volunteer)**

**Please return this form to HRSS for inclusion on the personal file**

# KEY INFORMATION

## Appendix 3 Letter Following period of non engagement

Date

Ref ;

Tel; 01606 868654

Email; @cheshirefire.gov.uk

Dear

### **Cheshire Fire & Rescue Service Volunteering Programme**

I have been advised that you have not been able to volunteer for Cheshire Fire & Rescue Service recently. I am just writing to enquire how you are - is there anything we can do to improve the opportunities for you to volunteer for us? I would be grateful if you could let me know whether you wish to continue as a volunteer by completing and returning the slip below (I have enclosed a pre-paid envelope); or alternatively you can email me at \_\_\_\_\_@cheshirefire.gov.uk.

Please note that due to security reasons should you no longer wish to continue as a volunteer you must return all uniform and ID issued to you to your local fire station, marked for the attention of Volunteer co-ordinator at CFRS Headquarters. If you have difficulty doing this please let me know and I will make alternative arrangements for collection.

Yours sincerely

Volunteer Co-ordinator

---

Name:

*Please tick appropriate box:*

- I wish to continue as a volunteer  
And I will be available from \_\_\_\_\_ (date)
- I wish to resign from the role of volunteer and will inform you of the return of all uniform & ID

Signed

Date:

# KEY INFORMATION

## Appendix 4 Letter following no reply to non engagement letter

Date

Ref

Tel; 01606 868457

Email [@cheshirefire.gov.uk](mailto:@cheshirefire.gov.uk)

Dear

### **Cheshire Fire & Rescue Service Volunteering Programme**

With reference to the letter I sent to you on **DATE OF INITIAL LETTER** requesting confirmation as to whether you wish to continue as a volunteer with Cheshire Fire & Rescue Service. As I have not received a response from you to date I must assume that you no longer wish to continue.

Can you therefore make arrangements to return the uniform and ID issued to you to your local station marked for the attention of Volunteer Co-ordinator at CFRS Headquarters or, if you are unable to do this please let me know and I will arrange for an Officer to collect it from your home address. I am sure you will appreciate in these times of raised awareness regarding security issues it is essential that you return the uniform. If it is not returned we may have to record this formally with the police.

If however, you do wish to continue as a volunteer we will be very happy to contact you to ensure you are re-engaged as soon as possible. I will arrange for an Advocate at your local station to contact you – please confirm your telephone/email details on the slip below to ensure we have the correct details.

If you have any queries or concerns, please do not hesitate to contact me on the above telephone number or via the email address – [@cheshirefire.gov.uk](mailto:@cheshirefire.gov.uk). Finally, whether you wish to continue as a volunteer or not on behalf of Cheshire Fire & Rescue Service I would like to thank you for your contribution to the volunteering programme.

Yours sincerely  
Volunteer Coordinator

---

Name:  
Telephone Number:  
Email Address:

Signed

Date:

# KEY INFORMATION

## Appendix 5

This form should be completed as confirmation of receiving this briefing, a copy sent to HR Department for retention on the Personal Reference file and the original retained by the individual for future reference.



### Volunteer Review Template

Record of group review meeting between:

Employee (s) name: \_\_\_\_\_

Volunteers name (s): \_\_\_\_\_

Date: \_\_\_\_\_ Date of next group review: \_\_\_\_\_

Item(s) to be briefed to the volunteers (i.e. future activities, new initiatives available, training, key CFRS developments/objectives:	Action Required:
Is there any activity or process etc that has gone particularly well recently or alternatively has anything not gone so well (explore reasons why and what can be done to improve in future)	
Additional development requirements identified (discuss how best this might be achieved)	
Any other comments, suggestions or other issues the volunteer (s) would like to discuss?	

Signed:

\_\_\_\_\_  
\_\_\_\_\_

Date:

\_\_\_\_\_  
\_\_\_\_\_

# KEY INFORMATION

## Appendix 6



### CODE OF CONDUCT FOR VOLUNTEERS

#### INTRODUCTION

This code of conduct for volunteers outlines the Services expectations relating to how volunteers need to conduct themselves. As a Volunteer of Cheshire Fire and Rescue Service I agree to:

#### EXPECTATIONS

Treat all members of the community, fellow volunteers and employees of the Service with dignity and respect at all times.

Follow CFRS and volunteer policies and procedures at all time.

Understand and represent the Services values and always behave in a way that presents the Service in the most positive way.

Report any changes in your circumstances that may prevent you from continuing as a volunteer or that impact on the hours that you are currently volunteering.

Respect and maintain both personal and professional confidentiality at all times.

Adhere to Health and Safety procedures at all times.

Do not undertake volunteer duties whilst under the influence of non-prescription drugs or alcohol or other substances that could impair the performance of your delivery

Recognise that volunteers are in a position of trust and perceived authority within the community and that you must uphold that trust and act as a representative of the Service at all times.

Attend training and support sessions as appropriate.

**I have read, understood and accept the Code of Conduct that I am expected to adhere to whilst engaged as a volunteer for Cheshire Fire and Rescue Service**

**Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

# KEY INFORMATION

## Appendix 7

### VOLUNTEERING UNIFORM / ID CARDS

#### Uniform

All volunteers will initially receive the following standard uniform.

- 1 x Sweatshirt
- 1 x Polo Shirt
- 1 x Jacket

This kit will be issued via your activity leader as part of your induction process.

Where volunteers have volunteered for more specific activities that involve the wearing of specialist uniform or personal protective equipment (PPE) this will be provided for general use where appropriate and on a personal issue basis where needed.

All uniform must be recorded on the Volunteer Management System (VMS) when issued and returned to the service when your volunteering comes to an end.

#### ID Card

On starting with CFRS you will be issued with an official volunteer identification card.

This card is for use when on official duties only.

Volunteers may only take their ID Cards home with prior agreement by your relevant Unitary Safety Manager or agreed contact officer, at all other times ID Cards MUST be kept at Community Safety Centres.

If your ID card is lost or damaged, you must report this immediately to your respective Unitary Safety Manager / activity manager.

Volunteers taken on as Cadet Leaders will be issued with the following kit:

- 1 x set of Cadet Fire Kit (drill ground safety)
- 1 x set of Cadet Duty Rig.

## KEY INFORMATION



### VOLUNTEER EXPENSES CLAIM FORM

NAME AND ADDRESS								
..... .....								
Volunteer number								

Checked by
Paid

Date	Activity Venue of Meeting	Journey/Meal Details	Mileage if by Private Car		Fares & Other Authorised Expenses	
			No. of Miles	Rate per Mile	£	P
<b>SUMMARY TOTALS</b>				-	£	

**NB Please attach all public transport and other relevant receipts.**

<p><b>I DECLARE THAT:</b></p> <p>(a) I have necessarily incurred expenditure on travelling and meals for the purposes of enabling me to perform approved duties as a Volunteer for Cheshire Fire Authority.</p> <p>(b) I have actually paid the fares and made the other payments shown unless indicated otherwise.</p> <p>(c) The amounts claimed are strictly in accordance with the rates determined by the Authority</p>
--

SUMMARY DETAILS		
	Centre Code	Sub Detail
Account Code		
2500	3252	
Mileage		

## KEY INFORMATION

I DECLARE that the statements above are correct.

Date ..... Volunteer  
signature.....

Date ..... Community Safety Advocate / Senior Cadet  
Leader.....


Appendix 8

# KEY INFORMATION

## Appendix 9 Letter to Volunteers insurance company (driving)



NAME.....  
ADDRESS.....  
DATE.....

TO (Insurance Company) .....  
..  
RE (Policy Number) .....

Dear Sir/Madam

I intend to undertake voluntary work for Cheshire Fire and Rescue Service, and will use my vehicle to travel to and from my place of volunteering activities. I will receive out of pocket expenses only to compensate for the miles travelled.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving – please use the ‘tear off’ slip below. Please also confirm that my insurance policy contains a clause indemnifying the agencies with which I am a volunteer against third party claims arising out of the use of my vehicle for such voluntary work.

Yours faithfully

(Policy Holder)

FROM (Insurance Company) .....  
..  
Re (Policy Number) .....

POLICY HOLDER / DRIVER .....

This is to confirm that your insurance policy covers voluntary driving (for which a mileage allowance may be received). This also confirms that the above policy contains a clause indemnifying the agencies with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work.

ISSUED BY ..... DATE .....

OFFICIAL STAMP