



Volunteer handbook and policies



Your information

Your name:

Your volunteering role is:

Your CHSW contact is:

You can contact them on:

Or by email on:

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Making the most of short and precious lives across the South West

www.chsw.org.uk

Registered Charity No. 1003314



“ Volunteering for Children’s Hospice South West provides me with a sense of purpose ”



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Welcome!



Welcome to Children’s Hospice South West (CHSW) and a big heartfelt thank you for joining our invaluable team of volunteers.

We strive to offer our care to a vast number of children who have life-limiting conditions across the whole of the South West, and also to help their families create a treasure chest of special memories which will remain with them as they venture into their uncertain futures.

With your support, you help to make this happen. So whether you offer your skills in our shops, hospices or offices, or organise and attend fundraising events, each and every one of our volunteers is vital to our continued success.

To faithfully donate your time, for free, to children and families who you probably won’t meet is extremely humbling, and reminds us there are many truly wonderful people amongst us. How lucky we are.

I hope you will make many new friends, enjoy the time you spend with us, laugh whenever possible and go home at the end of the day with a warm and rewarding feeling.

Thank you for helping us to make the most of short and precious lives.

With my very best wishes

Eddie Farwell

Eddie Farwell MBE
Co-Founder and
Chief Executive



Our history

Jill and Eddie Farwell founded the charity in 1991 and were inspired to do so because of the care they received following the diagnosis of two of their children, Katie and Tom, who both died from a rare degenerative disease.

They received care at Helen House in Oxford which was some four hours from their home in Devon. Uniquely, they were able to stay as a whole family for many breaks during the long journey until their children's deaths. They were able to recharge their batteries and to spend quality time as a family without the tiredness and demands of everyday living.

Their vision was to bring the service they had received to our own region and this became a reality in 1995 when Little Bridge House in Devon opened, followed by Charlton Farm in North Somerset in 2007 and Little Harbour in Cornwall in 2012.

Our unique service is now easily accessible to families wherever they live in the South West and is largely funded through charitable giving.

Our hospices

Each of our hospices provides a loving and caring place, a home-from-home for every member of every family who stays with us: a sanctuary for mums and dads, brothers, sisters and grandparents. Everyone can begin to forget their worries for a while, be a family again, and find expert help and support with facing an uncertain future. We provide vital short breaks so families can rest, recharge and just enjoy spending quality time together.

Our hospices are often filled with joy and laughter. Of course there is no mistaking the serious work we do, but the atmosphere here isn't as you might imagine. We do everything we can to help make the most of every moment a very sick child has with us and with their family. This includes providing one to one specialist care and having fun through play, music, outings and crafts, simple pleasures many of us take for granted.



Our hospices

Little Bridge House

Little Bridge House is a beautiful and homely stone building set in peaceful and relaxing landscaped gardens with plenty of space to play and enjoy the sunshine. Outside, the Narnia sensory garden is full of features to stimulate the senses: sight, sound, smell and touch.



Charlton Farm

Charlton Farm has been converted from old farm buildings and barns and is nestled in magnificent parkland in North Somerset, near Bristol. It provides a secluded and beautiful setting in a green belt area of historic parkland, offering plenty of space for families, while keeping an air of complete tranquillity.



Little Harbour

Little Harbour is set in a spectacular coastal location within the countryside overlooking St Austell Bay with beautiful views out to sea. Designed and built with a view to celebrating Cornish building traditions and its close proximity to the sea, Little Harbour has the feel of a 'holiday home' in a relaxed seaside setting.



Our unique care

Our service is built upon our multidisciplinary Care Team who have been specially selected to help enrich the lives of all the children we care for, and to ensure each child's individual needs are met through being able to access the highest level of clinical nursing and therapeutic care.

We are truly committed to looking at how we can continue to meet the needs of children and families across the South West through the enhancement of our services.

Short breaks

Families get the chance to spend time together, relax and have some fun as a family.



Bereavement support

We stay alongside families, offering support and friendship after their child's death. Families stay in touch for as long as they wish.



Emergency care

We respond to medical or domestic needs, including expert medical and nursing care to help manage symptoms and building confidence before going home from hospital.



Sibling support

Dedicated support to siblings is provided as they may feel isolated, scared or confused, as well as the opportunity for them to meet other siblings and seek support through play.



Making the most of every moment

Tailor-made family friendly facilities are provided. Soft play rooms, sensory rooms for calming stimulation, music therapy, hydrotherapy pool, sensory gardens for outdoor adventures and adapted garden equipment enabling everyone to play outside. Alongside these are areas where parents and families can relax and unwind in a homely environment.



End of life care

We provide end of life care and support the whole family, giving them the chance to say goodbye in their own time.

Whole family care

We believe the whole family should have the opportunity to accompany the sick child to the hospice. So we look after the whole family; mums, dads, well brothers and sisters as well as sick children.



Working in partnership

We are committed to working in partnership with other agencies who work with the families we serve, whether statutory or voluntary. It is important to children and families in such extreme circumstances that we all work together and our Care Teams fully support this approach.



Day visits

Families can spend the day with us, use our facilities and experience what we offer. For some, day visits, not overnight stays, are what they need.

Keeping in touch

Our Care Team are in frequent contact with our families, by phone and home visits as well as visiting a child when they are in hospital.



We are never closed!

24 hours a day,
365 days a year



“ Stepping away from the day to day duties of care is simply bliss. Being able to be Mum and Dad again is the best gift ever and we are so grateful. ”



Our fundraising



Each year we need to raise around £10 million from voluntary donations to ensure we are able to continue this care for more than 500 families, who see us as a lifeline.

We have teams of fundraisers based at each hospice, specialising in the following areas: legacies, events, corporate, community, trusts and lottery. Together they generate funds across the South West to support our hospices, with around 75p in each pound going to direct care.

Some of our annual costs*:



*average per hospice per year (across our three hospices).

Our shops

CHSW has over 30 shops across the South West, from West Cornwall to Wiltshire.

Volunteers are at the heart of our shops and help to raise funds to support our hospices 52 weeks of the year.

With more than 700 shop volunteers helping to sell, sort donations, help van drivers or run the ebay shop, everyone makes a difference.

Details of all the CHSW shops at www.chsw.org.uk/shops



We have over **700** volunteers helping our shops to bring in much needed funds



Our volunteers

When you volunteer with us you help make a difference. Without volunteers like you we would not be able to provide the valuable service we give. Volunteers help us with a variety of roles, including helping in the hospices, supporting our shops, facilitating at fundraising events, hosting awareness talks and assisting with office administration. Volunteers also bring a fresh approach, new skills and experience to our organisation. We are always looking for people to help raise funds, increase donations and raise the profile of Children's Hospice South West.

Here's why some of our volunteers support us.

“ I'm able to offer practical help ”



“ It's a nice way to meet people, by volunteering in a shop ”



You will be volunteering with like-minded people providing you with a social space to meet new friends, learn new skills (or use existing ones) and gain a new experience. We send out regular updates from CHSW and you'll be invited to open days and events. Above all you will be making a vital contribution to a much-needed cause.

“ It provides me with company after losing my husband ”



Our purpose and vision

Children's Hospice South West exists to make the most of short and precious lives and puts children and families at the centre of all it does.

Our vision is to be fit for the future by continuing to:

- ☺ Provide the highest level of care, clinical expertise and enrichment opportunities for children who are expected to die in childhood, and to make the most positive difference to those children and their families in the South West who need it.
- ☺ Provide holistic care that meets the needs of all family members.
- ☺ Maximise our services to as many families as possible in ways they want and in partnership with others.
- ☺ Promote the needs of children with life-limiting conditions both regionally and nationally.
- ☺ Share our expertise widely through the provision of education.

“ The feel good factor of giving a few hours of your time is unbeatable! ”

Our ethos

Our ethos is to ensure that everyone (Trustees, all staff and volunteers) place children and families at the centre of the organisation.

In order to achieve this, everyone will be expected to promote a strong, caring community environment characterised by a culture of sensitivity, trust, consideration and respect for others.



Our organisational principles

Our ethos gives rise to a set of principles which determine how CHSW as an organisation operates on a day to day basis. We will:

- ☺ Be an organisation which places children with life-limiting conditions and their families at the heart of all we do.
- ☺ Continually engage with and listen to our children and families, employees, volunteers and supporters.
- ☺ Be one organisation with common goals whilst tailoring services to individual families by locality and according to individual need.
- ☺ Ensure diversity, inclusion, integrity, quality and respect are an integral part of all we do.
- ☺ Be an inspiring place to work where all staff, volunteers and supporters are valued and appreciated.
- ☺ Ensure everyone has the tools to do their job and is provided with appropriate opportunities to develop and gain new skills.
- ☺ Be ethical, open, honest and compliant in all we do.
- ☺ Spend around 75p in the pound on care services (inclusive of apportioned support costs).
- ☺ Be safe, efficient and environmentally aware.
- ☺ Work collaboratively with our colleagues and external partners.



“ I've met lots of new people and I thoroughly enjoy the working atmosphere ”

Our core values and behaviours

Everyone working for, or as a volunteer for Children's Hospice South West will act to or with:

Care and Respect for each other

- ☺ Recognising and accepting our responsibility for safeguarding children and young adults and protecting them from harm.
- ☺ Acting fairly and with consideration, treating others as we would wish to be treated ourselves.
- ☺ Finding out what other colleagues do, encouraging them and recognise the value that each brings to the organisation.
- ☺ Embracing and recognising the importance of difference and diversity.

Strive for Excellence

- ☺ Seeking to continuously develop and improve for our own professional growth and for the benefit of the charity.
- ☺ Always protecting the reputation of the charity.
- ☺ Celebrating success.

Honesty, Openness and Accountability

- ☺ Behaving with openness, integrity and honesty.
- ☺ Communicating swiftly and openly and listening to the views of others respectfully.
- ☺ Taking responsibility for our own actions and being accountable for them.
- ☺ Sorting out mistakes and concerns swiftly and without fuss.

Work together

- ☺ Ensuring dynamic and harmonious team working in order to achieve success.
- ☺ Working with and involving our families, supporters and volunteers, understanding who they are and what their needs might be.
- ☺ Making the best use of organisational resources having regard to sustainability, efficiency and respect for the environment.



Our policy statement and commitment to volunteers



We want you to enjoy volunteering with us and we take our responsibilities seriously, so here's what you can expect from us. We will:

- ☺ Offer equal opportunities to everyone who wants to volunteer for us.
- ☺ Where possible provide you with the right role which matches your skills, experience and knowledge, listening to your requirements too.
- ☺ Provide a clear volunteer role description clarifying your role and responsibilities.
- ☺ Train and support you in your role, where necessary.
- ☺ Celebrate success and recognise your contribution.
- ☺ Encourage two-way communication, respect and listen to what volunteers have to say.
- ☺ Provide information about CHSW's work, policies and procedures.
- ☺ Ensure our volunteers' health and safety is a prime consideration.
- ☺ Adopt a positive atmosphere to enable you to have the best volunteering experience possible.
- ☺ Listen to and act on your concerns if expectations aren't met.
- ☺ Demonstrate the CHSW core values and behaviours in all our interactions with you.
- ☺ Keep your personal data safe.

Our expectations of volunteers

We expect high standards from everyone, paid or unpaid and CHSW asks them to:

- ☺ Commit to our purpose, vision, ethos, values and behaviours and be a positive advocate for CHSW.
- ☺ Aim for high standards of efficiency, reliability and quality in your volunteering.
- ☺ Treat everyone with dignity and respect, understanding no form of harassment, bullying or discrimination will be tolerated.
- ☺ Be as reliable as possible. If you are unable to support us on your chosen day please let us know.
- ☺ Work in partnership with other volunteers, staff and the general public.
- ☺ Support our organisational policies, guidelines, procedures and management decisions and act in accordance.
- ☺ Act in accordance with our equal opportunities statement, health and safety policies and practices, finance, data protection, safeguarding and use of our brand.

“ My grandchild was poorly and it's reassuring to know CHSW is there ”

- ☺ Make sure any money raised for CHSW is held in trust for the charity, and follow CHSW accounting procedures.
- ☺ Respect and maintain confidentiality.
- ☺ Always consider and protect CHSW's reputation.
- ☺ Act responsibly keeping within the law.
- ☺ Be accountable for your behaviour and actions and be open to receiving feedback.
- ☺ Discuss any problems with your staff contact to help find a solution.
- ☺ Inform us of any changes in your personal details or circumstances which may affect your volunteering.
- ☺ Minimise environmental impact in any of our activities.
- ☺ Undertake any appropriate training to your role.

Our introduction to volunteering

Recruitment

We will meet with potential volunteers for an informal discussion to establish if the role offers the applicant the right experience based on their ability to carry out the role. We will also take into account the safety of all parties, the brand and reputation of CHSW.

Equal opportunities and diversity

CHSW is committed to equal opportunities for everyone who wants to volunteer. Volunteers are also asked to embrace and recognise the importance of difference and diversity. Our aim is to create a culture which respects and values each person's differences, that promotes dignity, equality and diversity, and encourages individuals to develop and maximise their true potential.

Welcome

When you start volunteering with us your CHSW contact will introduce you to the team and show you around. They will provide you with any information and equipment applicable to your role.



Training

We will train you for your role ensuring you feel confident and happy with the tasks. We may buddy you up with another volunteer, or if the role is more involved, a member of staff will support and train you.

Support

You will be supported by your CHSW contact to help ensure your experience with us is the best we can provide.

What to wear

If you are in a public facing role, casual smart dress or appropriate clothing and footwear for the role. Your CHSW contact will guide you if you need any assistance. In certain roles you will be required to wear an ID badge.

Insurance

Our volunteers are covered by two types of insurance: public liability insurance and employers' liability insurance. These cover the unlikely circumstance where a volunteer is harmed due to CHSW negligence or a third party is injured as a result of the actions of a fellow volunteer whilst carrying out their duties. However, the insurance does not cover any personal belongings, so we advise you to use the agreed safe storage we provide for you.

Resolving problems

CHSW takes any problems raised by volunteers seriously and every reasonable effort is made to resolve problems immediately. If however, you do feel you need to make a complaint we have a procedure to follow. A copy of this can be obtained from your CHSW contact.



Alcohol and drugs

We ask you not to volunteer while under the influence of illicit drugs or alcohol or any other substance which may affect you whilst volunteering.

Copyright, intellectual property and photography

The rights to any original works which you may produce in the course of volunteering will belong to CHSW, unless otherwise agreed. Examples include photography, artwork, written or computer work. To help us inspire other volunteers we may use photographs of volunteers carrying out their roles for promotional purposes such as in a leaflet or online. You may, of course, request an image is withdrawn and we will always seek your consent prior to them being used.

Confidentiality and data protection

The collection and use of Confidential Information within CHSW is governed by the principles of the Data Protection Act 1998/General Data Protection Regulations (GDPR) May 2018 and, in the case of information pertaining to service users, also the principles arising from the report of the Caldicott Committee (2013) and the subsequent NHS Information Governance Review (2013).

You shall not during your volunteering experience with CHSW (except in the proper performance of your duties) or at any time without limit after you stop volunteering:

- Divulge or communicate to any person;
- Use for your own purposes or for the purposes of any person other than CHSW; or
- Through any failure to exercise due care and diligence cause any unauthorised disclosure of any Confidential Information, provided that these restrictions shall cease to apply to any information which shall become available to the public generally otherwise than through any breach of this clause by you.

The following types of information are considered confidential. This list is not exhaustive:

- Personal Data is anything that relates to a living individual who can be identified from that data e.g. name; surname; address; postcode; date of birth; NHS number; National Insurance number.
- Special Categories of personal information as defined by the General Data Protection Regulations 2018 is data relating to racial or ethnic origin, political opinions, religious or philosophical belief, trade union membership, genetics, biometrics, physical or mental health conditions, sexual life, sexual orientation and criminal offences. Such data is given higher levels of protection.
- You are bound by a legal duty of confidence to protect Confidential Information such as this that you may come into contact with during the course of your volunteering with CHSW. You must not breach this legal duty of confidentiality, allow others to do so, or attempt to breach any of CHSW's security controls or procedures in order to do so.
- You also have a duty to report any breaches or suspected breaches that you become aware of.

Nothing in this agreement shall prohibit you from making a protected disclosure under the Employment Rights Act 1996.

You agree that where, during your volunteering role with CHSW, you process personal data (whether relating to prospective, current or future employees of CHSW at any time, children, families of children, third party professionals, clients or customers of CHSW or any persons), you will comply at all times with CHSW's Data Protection Policy and with your personal obligation and CHSW's obligations under relevant legislation, in particular the Data Protection Act 1998/General Data Protection Regulations 2018.

In order to manage and co-ordinate your volunteering experience with CHSW and for related purposes, such as updating and enhancing our records, analysing for management purposes and statutory, legal and regulatory compliance and crime prevention, you have supplied us with your personal data and we can therefore process, use and disclose personal data about you as is necessary in compliance with data protection legislation.

Our policies continued

You are responsible for ensuring you read and understand CHSW's Volunteer and/or Events Volunteer Privacy Notice which can be found on the CHSW website. The Privacy Notice provides information on how CHSW processes your personal data and includes the purposes for which we process your personal data, the lawful basis for processing it, information about the retention period and information about your rights as a data subject.

For full details please request a copy of the CHSW Data Protection Policy from your Volunteer Contact or your local HR Office; and see the CHSW Privacy Policy and the Volunteer Privacy Notices which are available on the CHSW website at www.chsw.org.uk

😊 Disclosure and barring service (DBS)

CHSW has a responsibility to protect any vulnerable people. Depending on your role, CHSW may request a DBS check (previously known as CRB).

😊 Driving

We will need to see and photocopy your driver's photo card and/or paper driving licence to check the licence is in date and for any endorsements; you must provide us with the reference number so we can check online. You will also need to complete an annual driver's declaration form and handbook. If you are driving your own vehicle for CHSW purposes, we will also need to see a photocopy of your motor insurance policy document and proof your insurance company will cover you for volunteer driving.

😊 Health and safety

Your health and safety is important to us whilst you are volunteering; equally we expect our volunteers to contribute to maintaining a safe working environment. All volunteers must take reasonable care for the health and safety of yourself and other persons who may be affected by your actions. We ask volunteers to co-operate with staff to enable them to fulfil their legal duties whilst abiding by our health and safety policy and procedures. Any accidents, incidents or dangerous occurrences must be reported to a paid member of staff.

😊 Safeguarding children and adults

CHSW puts children first. Everyone working or volunteering for us must be absolutely committed to ensuring the comfort, well-being and safety of all the children, young people and the brothers and sisters we care for and work with or who visit our establishments. Because of the nature of our work this is also extended to adults at risk of harm.

All of our staff and volunteers must recognise and accept their duty to safeguard children and adults and to protect them from harm. Any concerns regarding safeguarding in the hospices should be conveyed without delay to a senior member of staff in line with the policies and procedures with which all staff and volunteers should be familiar. In other settings, including shops and at events, please notify a member of CHSW staff without delay.

😊 Smoking and vaping

CHSW operates a no smoking policy which prohibits staff, volunteers and non-family visitors including contractors from smoking in any CHSW premises and in any CHSW vehicle or in private vehicles for work purposes when carrying passengers. This also applies to the use of e-cigarettes (vaping).

😊 Media/social media

No comments or stories should be posted or given directly to the media (unless you are volunteering in this department and this is part of your role). We have trained specialists to handle all marketing and communications. Any requests from the press etc should be referred to your CHSW contact.

Should you wish to engage with our social media platforms, please feel free to like, share and comment on our activity. Please however note that you should not comment on behalf of CHSW. For further guidance on both media and social media activity with CHSW, please refer to our Media Policy. A copy of this can be obtained through your local HR office.

Support and advice

If you would like further information or advice on any aspect of your volunteering with us please speak to your CHSW contact, or contact reception at Little Bridge House.

Further information

CHSW recognises the valuable contribution volunteers make to the work of our charity. This is reflected in the policies and procedures which the charity has developed to support both staff and volunteers in their work or volunteering.

Please speak to your CHSW contact if you wish to have a copy of any of the following policies:

- ☺ Acceptable behaviour policy.
- ☺ Conflict of interest policy.
- ☺ Data protection policy.
- ☺ Dealing with media policy.
- ☺ Equal opportunities policy.
- ☺ Health and safety policy.
- ☺ Use of IT policy.
- ☺ No smoking or vaping policy.
- ☺ Volunteer resolving problems policy.
- ☺ Whistle blowing and freedom to speak up policy.
- ☺ Maintaining professional boundaries policy.

www.chsw.org.uk

Our website is full of useful information about what we do, including information on our three hospices and services and other ways to get involved. Our volunteering section has current volunteering opportunities.

If you would like us to keep you updated with news about our hospices, fundraising activities, campaigns and other ways you can help make a difference to short and precious lives, let us know by visiting www.chsw.org.uk/stayintouch



Your volunteer agreement

Volunteer's copy to be kept attached in the booklet

In signing this I agree that:

- I have read and understood the CHSW Volunteer Handbook and Policies.
- I will agree to the expectations, values and behaviours set out in the CHSW Volunteer Handbook and policy statement.
- I am entering this agreement of my own free will without any enforcement or imposed obligation from the organisation or any outside party.
- I will inform CHSW immediately if I wish to draw the volunteering agreement to a close.

We take your privacy seriously. We will store your details securely on our database(s) and we will only use your personal information to provide the services you have requested from us. We will never share your details with third parties for recruitment and marketing purposes. For more information, please see our Privacy Policy and notices at www.chsw.org.uk/privacy or call **01271 325 270**

Full name:

Location:

Signature:

Date:

CHSW staff contact copy to be kept in the office

In signing this I agree that:

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Full name:

Location:

Signature:

Date:



Thank you

for being our volunteer

Little Bridge House

Redlands Road, Fremington, Barnstaple,
Devon EX31 2PZ © 01271 325 270

Charlton Farm

Charlton Drive, Wraxall, North Somerset
BS48 1PE © 01275 866 600

Little Harbour

Porthpean Road, Porthpean, St Austell,
Cornwall PL26 6AZ © 01726 871 800

Chinon Court

4-5 Chinon Court, Lower Moor Way,
Tiverton Business Park, Tiverton
EX16 6SS © 01271 313 319

www.chsw.org.uk
enquiries@chsw.org.uk

together 
for
short
lives



Disclaimer:

Please note that no part of this booklet may be reproduced
without the prior consent of Children's Hospice South West.

This information was correct at the time of printing
28 January 2019 SR/DS

Please return this side
to your CHSW contact

