

Volunteer personal safety policy and procedure

Volunteer personal safety policy

1. Introduction

1.1 At Anthony Nolan we are committed to the belief that everyone has the right to volunteer without fear of violence, threat, harassment or verbal abuse.

1.2 This policy ensures we have arrangements in place to prevent, where possible, violence and aggression occurring and to take action to deal with any incidents.

2. Scope

2.1 This policy applies to all Anthony Nolan volunteers including;

- volunteer couriers
- donor visitors
- online community champions
- friends groups
- marrow
- tea bars
- R&Be
- office volunteers
- spit-kit packers
- fundraising event (e.g. Marathon & Ride London cheerers)
- donor recruitment event volunteers
- patient & families panel
- sample sorters

2.2 This policy does not cover risks to volunteers during their normal journey to and from the office or place of volunteering (e.g. spit-kit packer's journey to the office or tea bar volunteers journey to law courts).

However, it does cover instances where;

- volunteers are asked to start volunteering particularly early or leave late at night (e.g. if a recruitment event finishes late)
- volunteers travel extensively as part of their role (e.g. volunteer couriers)
- volunteers who have a regular place of volunteering are asked to travel to a different venue (e.g. an office volunteer attends a meeting off-site)

3. Policy statement

3.1 The following statements underpin this policy and procedure

- At Anthony Nolan we are committed to keeping our volunteers safe whilst they are volunteering with us. We will not tolerate violence, aggression or abuse against our volunteers.
- We will take all reasonable steps to reduce and prevent the personal safety risks to volunteers whilst they are volunteering with us.
- Violence is more than physical assault - it also includes verbal aggression or abuse, threats, intimidation and harassment.
- Any volunteer may be at risk while they are volunteering with us. However those roles where there may be greater risk include:
 - lone working
 - providing a service
 - travelling out and about
 - working with vulnerable people
 - carrying cash or medical supplies
 - enforcement and inspecting roles
 - volunteering early or late
 - high level of interaction with the general public
- At Anthony Nolan those at greater risk include couriers and those involved with fundraising and donor recruitment.

4. Definitions

4.1 Personal Safety

The Suzy Lamplugh Trust defines personal safety as 'An individual's ability to go about their everyday life free from the threat or fear of psychological, emotional or physical harm from others.'

This highlights that personal safety relates to harm caused by other people's behaviour, rather than things such as chemical substances, electricity and fire.

4.2 Violence and aggression at work

The Health and Safety Executive (HSE) defines violence and aggression at work as 'any incident in which a person is abused, threatened or assaulted in circumstances related to their work'

This highlights that violence and aggression is more than physical assault. It also includes verbal aggression or abuse, threats, intimidation and harassment.

4.3 Lone worker

The Health & Safety Executive (HSE) defines a lone worker as:

'Someone who works by themselves without close or direct supervision. Lone workers include those who:

- work from a fixed base, such as one person working alone on a premises (e.g. shops, petrol stations etc);
- work separately from others on the same premises (e.g. security staff) or work outside normal hours;

- work away from a fixed base (e.g. maintenance workers, health care workers, environment inspectors);
- work at home (homeworkers); and
- mobile workers (e.g. taxi drivers)

5. Advice

The Volunteer Engagement Manager and the Health and Safety Manager are available to provide support and guidance on personal safety issues affecting volunteers.

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6. Responsibility

All staff and volunteers are responsible for their own and others personal safety and for making sure that they work or volunteer in a safe environment.

6.1 Responsibilities of volunteer leads

All staff that work with or manage volunteers are responsible for making sure;

- that volunteers in their area are aware of the personal safety policy, procedure and guidance and understand their responsibilities
- the personal safety policy and supporting procedures are put in to practice at a local level
- that any incident, near miss or cause for concern is reported
- that volunteers receive appropriate supervision and instruction around personal safety

6.2 Responsibilities of volunteers

All volunteers must take responsibility for their own and others personal safety by;

- following Anthony Nolan's policies, procedures and guidance
- making sure they do not place themselves at significant risk whilst volunteering
- reporting all incidents, near misses and causes for concern to their supporting staff member
- attending and actively taking part in any training provided

Where safety policies and procedures aren't followed, this will be dealt with through the dealing with problems policy and procedure.

7. Risk Assessments

7.1 Staff who support volunteers must identify where volunteers may be particularly at risk and carry out risk assessments in order to make sure that all relevant risks to personal safety are addressed (see appendix 1)

7.2 A new risk assessment should be completed or an existing assessment reviewed when

- a task changes significantly
- the people carrying out the task changes significantly
- a new task is added
- a significant incident has occurred

8. Tracing systems

8.1 At Anthony Nolan we will ensure there are robust tracing systems for all volunteer lone workers

8.2 We will ensure processes are place for volunteers to call for help in an emergency covertly (see appendix 4)

9. Emergency contact details

9.1 Volunteer leads must record key information about the volunteers they support in case on an incident

9.2 This includes home and mobile numbers of a partner/next of kin/family member and, where appropriate, car details and any relevant medical information.

10. Planning ahead

10.1 Travelling

10.1.2 All volunteers travelling on behalf of Anthony Nolan should be given training and/or guidance on personal safety whilst travelling

10.1.3 Where volunteers are travelling as part of their role, the travel safety checklist must be used (see appendix 2)

10.1.4 Overseas travel requires additional advanced planning and care to make sure all our volunteers are kept safe (see travel safety checklist for further information). Volunteers travelling overseas include volunteer couriers and the international marrow rep

10.2 Donor recruitment

10.2.1 Volunteers must never open or close a recruitment event on their own (unless it is a closed corporate event) – this should always be done by two people

10.2.2 All volunteers leading a recruitment event must have received training around personal safety

10.2.3 All volunteers must be advised to leave their valuables at home before a recruitment event

10.2.4 Ideally, at recruitment events volunteers should not fundraise with cash (i.e. collection tins) and a text code should be given to anyone who wants to donate

10.3 Fundraising

10.3.1 There must be at least 2 people present at all times where cash is being handled, counted or transported

10.3.2 Cash must be counted in a private place – not in front of the public

10.3.3. Cash must be banked as soon as possible. Where it is not possible to bank cash immediately, arrangements must be made to store it securely

11. Training and guidance

11.1 Training and/or guidance will be provided to all volunteers (and staff who work with volunteers) to enable them to recognise and reduce risk

12. Performance measures

12.1 We are committed to monitoring and evaluating violence and aggression to ensure that control measures are working as intended, policies, procedures and guidelines are being followed and no new risks are missed

12.2 This includes monitoring incident report forms, numbers of volunteers who attended personal safety training and gathering the views of staff and volunteers regarding their personal safety

13. Reporting

13.1 All staff and volunteers must report incidents, near misses and causes for concern, using the Anthony Nolan incident report form (appendix 3).

13.2 Incident report forms must be completed and forwarded to the Health and Safety manager, who has overall responsibility for the reporting system

13.3 All forms will be kept confidential

13. Support and after care

13.1 We will ensure that appropriate post incident support is available to all volunteers

13.2 Where a volunteer has concerns about their personal safety and/or is a victim of violence while volunteering for Anthony Nolan, support will be provided

Other relevant policies

- Health and Safety policy
- Dealing with problems policy and procedure

Relevant legislation

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
- Corporate Manslaughter and Corporate Homicide Act 2007

Contact information

Volunteer Engagement Manager, volunteering@anthohnolan.org, 020 7284 8250 or Health and Safety Manager, Hazel.Forde@anthohnolan.org, 0207 284 8316 or 07825 937768

Appendices

1. Anthony Nolan risk assessment form
2. Travel safety checklist
3. Anthony Nolan accident & incident form
4. Guardian 24 guidance

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