

CORMAC

Volunteer Scheme Induction Pack



A DIVISION OF
CORSERV
A CORNWALL
COUNCIL COMPANY



**We are
delighted
that you are
thinking of
volunteering
in
partnership
with us**

We are delighted that you are thinking of volunteering in partnership with us and would like to thank you for your interest in helping us to make Cornwall a better place to live.

We know from experience that the work of individuals and groups within their own communities can make a huge difference, and we're here to help you achieve your aims as far as we possibly can. Volunteers already engaged across Cornwall through the Cormac scheme are making a huge difference to the areas in which they live and work, and are benefiting from the experience of volunteering themselves. We hope that you can soon join this expanding team.

There are some policies and guidelines that help us to manage the volunteering process and these are outlined below.

The volunteer agreement

This agreement indicates the seriousness with which we treat our volunteers. The content of the agreement is to assure you both of our deep appreciation of your services and to indicate our commitment to do the very best we can to make your volunteer experience with Cormac Solutions Ltd. (CSL) a productive and rewarding one.

As a volunteer you can expect:

- to be treated with dignity, equality and respect, in line with the Equality Act 2010 and the nine protected characteristics.
- Cormac and our staff to respect the skills, dignity and individual needs of our volunteers and do our best to adjust to individual requirements; and we will be receptive to any comments from our volunteers regarding ways in which we might mutually better accomplish our respective tasks;
- respect your right to privacy in accordance with the Data Protection Act; and
- provide an explanation of safe workplace procedures without a risk to your health, including on site induction and any training required on a site specific basis.

In return we ask that you:

- remember that you are a representative of Cormac when volunteering on any Council owned sites or those managed by Cormac;



- are open and honest in your dealings with us;
- treat fellow volunteers, staff and members of the public when carrying out your volunteering with courtesy and respect;
- use all equipment safely and for its intended purpose;
- undertake volunteering in a way not to endanger yourself or others; and
- as appropriate, return uniform and all equipment when volunteering ceases

While you are working in partnership with Cormac you are protected by many of the policies that cover our staff. You will also be required to adhere to some guidelines and policies which apply to your volunteering activity, and these are detailed below.

Cormac volunteering policy

This [policy](#) underpins all that we do as volunteers and is the basis upon which the agreement is made.

Safeguarding

Everybody has the right to be safe no matter who they are or what their circumstances are. It may be that you come across issues during your volunteering activities and it's important that you know where to take concerns should this be the case.

The main thing to remember is that if you [see something, say something](#).

This leaflet tells you what to do if you come across a safeguarding issue while volunteering. You may choose to keep a copy with you on site so that you have the information easily to hand.

Safeguarding is about protecting children, young people and adults at risk from abuse or neglect. We are all responsible for their safety and must ensure that we are doing all we can to protect the most vulnerable members of our society.





How do I get help?

If you have concerns about a child, young person or adult at risk, or if you are a vulnerable adult experiencing abuse or neglect and would like advice, you can contact one of the dedicated safeguarding teams: Safeguarding adults Telephone: 0300 1234 131 or Email: adultsafeguardingconcerns@cornwall.gov.uk

Safeguarding children

The Multi Agency Referral Unit (MARU) - provides a multi-disciplinary response to concerns about the welfare or safety of a child or young person in line with statutory guidance from Our Safeguarding Children Partnership (OSCP) for Cornwall & the Isles of Scilly.

Telephone: 0300 1231 116 Our Safeguarding Children Partnership (OSCP) for Cornwall & the Isles of Scilly www.ciossafeguarding.org.uk

Alternatively you can contact your Community Partnership Officer on 0300 1234 222 or email volunteers@cormacltd.co.uk, rebecca.dickson@cormac.co.uk or lea.thomas@cormacltd.co.uk

Social media guidelines

Many of our volunteer groups engage with their local community through some form of social media presence. It's a great way to link interested people together and can showcase your fantastic work to a wider audience. We are really pleased to be able to support this and engage with you through various social media channels. However, we must all be careful to ensure that this valuable tool is used with care and caution on occasion. Social media policy can be found on our website.



In general

The guidance covers all volunteers who are engaged by any entity within the Corserv Group of Companies.

You should be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your Community Partnership Officer (CPO).

If you see social media content that disparages or reflects poorly on us, you should contact your Community Partnership Officer without delay.

You must ask for permission before using our logos or other trademarks in any social media posting.

You must avoid making any social media communications that could damage our business interests or reputation, even indirectly.

You must not use social media to defame or disparage us, our directors and officers, our staff or any third party, to harass, bully or unlawfully discriminate against staff or any third party, to make false or misleading statements, or to impersonate colleagues or third parties.

If you are found to have breached these guidelines the volunteer agreement may be ceased with immediate effect.

Other policies

The Cormac Volunteer procedures are underpinned and reflected in other policies which apply including DBS, Drugs and Alcohol policy, anti corruption etc. Copies of these policies are available on request.

Conclusion

Your work is so valuable to residents of (and visitors to) Cornwall and we want to thank you for considering volunteering with us. If you have any queries or concerns then please contact your CPO in the first instance (details below) as we are always happy to talk.

Site Specific Sign Up Procedures.



In accordance with our [volunteering policy](#) your sign up procedure will be slightly different depending on whether you are currently operating as a Constituted Group with your own public liability insurance in place, or whether you wish to operate on an informal basis.

The majority of groups sign up on an annual basis. This means that by completing and submitting the forms and information once, you are then free to operate for the following 12 months, after which there will be a review with your Community Partnership Officer (CPO). Please remember that you **MUST** contact your CPO if your plans change within the year as you are only covered to carry out the works that have been agreed. It's generally fine to alter your plans, but you must keep us informed throughout.

For constituted groups the following information is required –

1. A copy of the relevant constitution (signed and dated)
2. A copy of your public liability insurance certificate
3. Confirmation that your insurance covers volunteering activities

In addition you will need to provide

1. Written details of the works that you wish to carry out as part of your volunteering activities (with plans/maps as appropriate). This can be as simple as a one line statement, with a hand drawn sketch map for simple activities, up to a 5 year forward plan with multiple activities for more complex sites. Your Community Partnership Officer will be able to advise you as to the level of detail which is appropriate during your discussions.
2. A risk assessment covering all of the works that you intend to carry out during the period of sign up. Again your CPO can help you with this if required.
3. Information as to any consultation that you may have undertaken with your Parish Council, Local Member, other community groups or local residents.



Thank you again for your interest in volunteering and we will be delighted to welcome you on board.

For non-constituted, informal groups, can sign up by completing our [Direct Cormac Volunteer Application Form](#)

Again, your CPO can help you to complete this if needed.

Approval by your CPO will give you permission to work, and the benefit of Cormac's public liability insurance while on site. For avoidance of doubt, Cormac's insurance does not cover personal liability, or any activities related to volunteering (for example meetings of the group) which do not happen on site.

The role of the Group Coordinator/Site Supervisor

Regardless of the form of sign up, your main responsibility as the group coordinator/Cormac contact is to ensure that everyone within your group has read and understood the risk assessment, is aware of the background protocols that apply (social media/safeguarding etc), and has knowledge of the works that they are permitted to undertake. It is strongly suggested that you get volunteers to sign to say that they have read the documents – remember though that this only has to be done once for regular volunteers as they will then be covered for the year. Being the group coordinator does not mean that you have to be on site during every volunteer session.

Your CPO is available as your point of contact and advice throughout this process and in relation to all volunteering activities. We will do our best to assist and guide and will be the point of contact for other internal Cormac and Cornwall Council staff that may be involved.

Thank you again for your interest in volunteering and we will be delighted to welcome you on board.



Contact us

For advice and guidance or if you would like this information in another format or language please contact:

Email - volunteers@cormacltd.co.uk

Or call us on - 0300 1234 222