

CORE TRAINING MANUAL

FOR

VOLUNTEERS

Dear Volunteer

On behalf of Powys Challenge, I would like to welcome you as a volunteer with Powys Challenge and to thank you for offering your time and enthusiasm.

Powys Challenge was first formed in April 1994 as a partnership between Powys Probation Service and The Society of Voluntary Associates. Powys Challenge took over the management of the Project in April 1998.

As you know, the purpose of the project is to assist in the work of reducing crime in Powys through the active involvement of local communities. We do this by recruiting, training and supporting volunteers to work with defendants, offenders and their families under the direction of probation officers and social workers.

The work is important and valuable. And it cannot be achieved at all without you. I hope you will find volunteering with us both interesting and satisfying. We are always trying to improve the services we offer both to our clients and to you, the volunteers. If you have comments and suggestions, please raise these with your local Project Manager or the Chief Officer.

Thank you again and enjoy your volunteering.

Yours sincerely

Chief Officer

1. Introduction
2. Powys Challenge obligations to volunteers
3. Volunteers' obligations to Powys Challenge (Code of Conduct)
 - Equal Opportunities
 - Punctuality and Reliability
 - Record Keeping and administration
 - Boundaries
 - Confidentiality
 - Supervision
 - Finances
 - Looking after yourself
4. Accreditation
5. Health and Safety
6. Insurance
7. Expenses
8. Support and training
9. Supervision
10. Monitoring and Administration
11. Volunteer Records
12. Child Protection
13. Complaints Policy
14. Breach of Code of Conduct - procedure
15. Powys Challenge - project information.

1 Introduction

The handbook is designed to give you details of your both your rights and responsibilities as Voluntary Associates linked to Powys Challenge and the agencies with whom it works.

The work of Powys Challenge depends on you and your commitment - both of time and skills. You are our key resource and together you bring a huge range of skills and knowledge. You are also the people in the 'front line', - our public face. In that respect you represent both Powys Challenge, and the agencies with whom we are in partnership.

It is therefore important that you act in accordance with some basic guidelines in order to protect yourself, the clients, Powys Challenge and our partnership agencies.

Please read the information which follows carefully. If there is anything which is unclear or which concerns you, please discuss it with your local project manager or with the chief officer.

We hope Powys Challenge will continue to have a significant effect in helping to reduce crime, rehabilitate offenders and ensure community safety in Powys. To a large extent, that depends on you. We will provide support, guidance and on going training to enable you to work effectively with your clients.

Please help us to help you to help others by adhering to the guidelines which follow.

2 Powys Challenge obligations to you

The following is the minimum you can expect from us and our partner agencies: Many of the items are explained at greater length later in the handbook.

Training

- Effective initial training
- On-going training and support groups
- Specialist training as appropriate
- Information about available resources

Support and supervision

- Access to trained staff when required
- Regular case supervision
- Personal support
- To be listened to
- To have your opinions acknowledged and respected
- Access to a complaints procedure

Personal

- Confidentiality within the organisations
- Privacy at home
- Anti-discriminatory practice

Practical

- Personal insurance
- Public liability insurance
- Travel expenses
- Subsistence allowance when working for more than 4 hours continuously

In addition, we will.....

- Treat you with respect and dignity in line with our Equal Opportunities Policy

- Give you clear instructions and boundaries for your task
- Ensure that you know to whom you are responsible for each piece of work
- Do everything we can to make sure that your volunteering is as rewarding and enjoyable as possible.

3 Volunteers' obligations to Powys Challenge (Code of Conduct)

The following areas are important for everyone. They are largely things that you would do in your normal life - and things you would expect of others in their dealings with you. Please do not regard them as daunting.

Most of them you will bring with you from your previous life experiences. Your initial training will have helped you develop other skills you will need and on going training will hone them further.

Your work will be demanding – but also rewarding.

Breach of this code of conduct could result in your voluntary work being terminated.

Equal Opportunities

Powys Challenge exists for the benefit of its client group - those at risk of offending, the defendants, offenders and their families. It is their right to be treated with dignity and respect at all times.

Punctuality and reliability

It is important to be on time for all meetings in relation to your voluntary work. This means that you must let clients know if you are going to be late. If you need to cancel an appointment, please let your client and/or your local project manager/and/or the agency staff know as soon as you can so that other arrangements can be made.

Please remember that many of our clients have often been let down in the past. We want to break that chain.

If you are going on holiday or are unavailable for any period of time for other reasons, please let your local project manager know in good time.

Record keeping and other administration

You must keep all records that are required by Powys Challenge. You will be given guidance about these during training, but there may be changes from time to time. You will need to return all forms every month by the required date - even if you have not done any work that month. This is to ensure that the project is properly monitored and that client information is passed quickly to the supervising officer. Monitoring is essential to ensure that public money is correctly spent and to help us obtain future funding.

Examples of the current paperwork requirements are included later in this handbook.

If you have any difficulties in completing any of the paperwork, please talk to your project manager who is there to help you.

Boundaries

Boundaries are set to make sure you are clear about what the extent of your work with a client is. Boundaries will be set in each case and give you, the client and the supervising officer security in the knowledge that each knows who is responsible for what.

- We advise you NOT to give your surname, your address, your home telephone number or any personal details to your clients.

- Where the relationship is to be an ongoing one, a three way meeting will be held between the supervising officer, the client and you. This meeting should clarify the role of each person. This helps you to stay within your remit and gives you the confidence to say 'no' if a client demands more of you than was agreed.
- You should then keep to the agreed contact arrangements - times, frequency and objectives - with your client. If you (or your client) feel that any changes in the arrangements or the objectives are needed, you must discuss these with the supervising officer before you make any alterations.
- You must not accept any gifts from clients: you will need to use your discretion about small tokens of appreciation and must inform your project manager about them. (See Part 3)
- You should act appropriately in accordance with your role and should challenge or confront any anti-social or discriminatory behaviour or language. If you have any concerns, please discuss them with us.
- You must not collude with the clients - you must discuss all aspects of your work with the supervising officer and/or your project manager.
- You must bring any issues to the attention of the project staff however trivial, as soon as possible.

Remember the two golden rules...

- **You are not paid to shoulder responsibility**
- **If there is anything that is causing you to lie awake and worry - you should have passed it on. So do so in the morning.**

Confidentiality

You will have learned about confidentiality requirements during your training course.

Information you receive during the course of your work (e.g. about clients with whom you work) is confidential to:

- yourself
- the client
- the supervising officer from the partnership agency
- the appropriate Powys Challenge staff member.

You must not discuss the details of your work or any client details with anyone other than those listed above. Be careful too, of accidental breaches of confidentiality - for example, discussing a case within the hearing of other people, discussing a case with fellow volunteers, or storing notes you have made where they may be seen by unauthorised people.

Please remember also, that information you may learn about Powys Challenge staff or agency staff, or other volunteers is also confidential - just as information about you remains confidential. Please always remember that you have signed a contract with Powys Challenge about your commitment to policy of confidentiality.

There is one exception to the rules of confidentiality and that is where child abuse is suspected. Child Protection is discussed later in the Handbook

Supervision

Supervision is an essential to your ability to support your client. You are required to attend supervision meetings with either your local project manager or the supervising officer at intervals agreed between you.

Remember that the quality of service you can provide is dependent on you receiving good support and supervision.

You must make sure you have sufficient time available to meet these supervision requirements.

Often, support and supervision takes place by telephone rather than face to face. This is because of time and financial constraints. If you feel you are not getting sufficient support and supervision, **please** let your project manager or the chief officer know.

In addition, you should be asked to meet with your project manager annually for a more general review of your work. This will give you an opportunity to reflect on what you have achieved and discuss what has worked well, what has not worked so well, and how you (and we) can improve. Fuller details are given later in the handbook.

Finances

Powys Challenge pays expenses. The current rates are listed later in this handbook. We do not expect you to be out of pocket. However, we can only pay subsistence rates to the levels quoted and all claims must be backed with receipts.

If you are asked to undertake activities with your client which need funding - such as taking a young person swimming - please ask the referring agency to arrange funding for yourself as well as the client. Powys Challenge does not have a budget for this purpose at the moment.

Please remember that the subsistence rates apply only to yourselves. We cannot fund meals for your clients.

Telephone calls you make from home in relation to your work as a volunteer can be reclaimed. Make sure you obtain a fully itemised phone bill, highlight the relevant calls and add the costs to your expenses claim form.

Expenses claims will usually be paid monthly. However, if you need earlier payment, your project manager will be able to advance you some or all of your expenses which will then be deducted from any remaining monthly claim.

Looking after yourself

Volunteering in this field of work can be very demanding. Please remember to look after yourself - by keeping to the guidelines and listening to yourself. Be aware when you are getting tired and not coping - be honest with yourself and come and talk to the staff - we are there to support you. And remember – you can say NO!

Further details about Health and Safety issues will be found later in the Handbook.

4 Accreditation

Before being accepted as a volunteer you will have been interviewed initially by the Project Manager, given two references, been Criminal Record Bureau (CRB) and Social Services Information Database (DRAIG) checked.

Following your 4 days core training you will be invited to a second interview with the Project Manager and Chief Officer. The Project Manager will prepare a short report which is signed by you, the Project Manger and Chief Officer and subsequently by the Chair of the Board.

Once this process is completed you will be offered volunteering work as soon as a suitable client is identified. Please do not be concerned if this takes a few weeks. We try hard to match clients and volunteers so that a good relationship is likely to be formed.

You will be issued with an Identity Card which you should carry with you when you are working as a volunteer. When you stop working with us, please return this card.

During your first few weeks as a volunteer you will be 'on probation'. This means that you will receive extra support from your project manager to ensure that you are comfortable with your work, that you understand your responsibilities and so that you can share any concerns. After this time, you and your project manager will be able to review how things have gone. Usually this is a

very painless process, but it does enable you, the project staff or agency staff to voice any concerns and address them in the best possible way.

If and when you decide to discontinue your voluntary work with Powys Challenge we would like to be able to review your work and talk about the reasons for you leaving. This is to help us to improve our service to you and future volunteers. At this time you will be asked to return your identification card.

If, at any time, you are unhappy with the way you are treated as a volunteer, you have the right to complain.

All the issues listed above in Section 4 form the Code of Conduct within which you must work while volunteering with Powys Challenge. If you fail to do so, your work may have to be terminated according to the Breach of Conduct rules.

5 Health and Safety

The Health and Safety at Work Act (1974) and other legislation govern our activities - both those of Powys Challenge as an organisation and yours as volunteers. The responsibilities listed below are designed to ensure that you remain safe. Some of these responsibilities fall to Powys Challenge and others to you, the volunteers.

Powys Challenge's Responsibilities

It is the project's responsibility under the Health and Safety at Work Act to ensure the health, safety and welfare at work of volunteers. In order to discharge this responsibility Powys Challenge will:

- Ensure that all procedures are effective in selecting suitable volunteers.
- Provide sufficient training to enable volunteers to perform the tasks they are asked to undertake effectively
- Define clearly the nature of tasks and the boundaries to be observed
- Ensure that volunteers have access to all relevant information concerning the clients with whom they work
- Ensure that volunteers are adequately supervised either by the appropriate case officer or by Powys Challenge staff
- Ensure a safe working environment for volunteers in compliance with the spirit and letter of the 1974 Health and Safety at Work Act.
- Ensure that referring officers have considered any risk implications before involving a volunteer.
- Ensure that all volunteers are aware of the implications of visiting clients outside the office environment.
- Ensure that Health and Safety matters are covered in all introductory volunteer training courses.

Volunteers' Responsibilities

All volunteers have a responsibility for her/his own health and safety - and for that of others with whom they work. To this end, volunteer must:

- **Ensure that they carry out their volunteering duties in line with Powys Challenge policies.**
- **Ensure that they carry out their volunteering duties in line with the policies of the referring agencies. It will be the responsibility of the referring agencies to advise you of these.**

Health and Safety Guidelines for Volunteers

These guidelines are intended as reminders. The practices are common sense ones which you would be likely to observe under any circumstances, whether connected with your volunteering role or not.

- Always inform someone (preferably Powys Challenge staff) who you are seeing, where you are going and approximately how long you will be seeing that person.
- If you are working in the evenings, make sure someone knows where you are going and what time you expect to return. Make sure they have a contact number for Powys Challenge staff.
- Never agree to undertake any task, or work with any client if you feel uncomfortable about doing so.
- You have the right to refuse to do any voluntary work with anyone whom you suspect to be under the influence of drink and/or drugs.
- Always comply with Agency or Powys Challenge staff instructions about your work.
- Never interview in an empty building.
- Inform your project manager of any change in your circumstances - e.g. motor insurance, address etc.
- We advise you not to give your home or work telephone number or your home address to your clients.
- We advise you to dial 141 before telephoning a client from your home in order to maintain confidentiality of your telephone number
- Always operate any machinery or equipment within Powys Challenge's Health and Safety Policy.
- If you have any concerns relating to your personal safety, discuss them with your project manager or the responsible case officer.

Please remember - these guidelines are not designed to alarm you. Since Powys Challenge began in 1994 we have had NO incidents where a volunteer has had her/his health and safety threatened. We hope that by observing the guidelines, we can maintain that record.

Powys Challenge now has a Lone Working Policy which provides fuller guidelines for your safety. Please make sure you read it and comply with it.

6 Insurance

Volunteers will be required to prove negligence in order to make an insurance claim. Project staff will provide advice and help should you need it.

Public Liability

All Powys Challenge offices carry Public Liability Insurance cover. All Accredited Volunteers acting on behalf of Powys Challenge on or off the premises are covered by this insurance.

Offices must display their Public Liability Insurance Certificates.

Powys Challenge will inform the Insurance Company if there is a change in volunteer numbers which may affect the insurance cover.

Personal Insurance.

All Powys Challenge Accredited Volunteers are covered for Personal Insurance when acting on behalf of them.

Car Insurance

It is the responsibility of individual volunteers to ensure that their cars are insured for business use. This will enable you to travel and to carry equipment and passengers in the course of your voluntary work. This should not incur any additional cost to the policyholders with fully comprehensive or third party insurance.

Powys Challenge staff must advise volunteers of their responsibilities during the introductory training course.

Volunteers must send a standard form (provided by Powys Challenge) to their insurance company to ascertain that the necessary insurance cover is in place.

Powys Challenge staff must check and photocopy car documentation - licence, insurance, road tax and MOT regularly to verify that volunteers are properly complying with the law.

Powys Challenge staff will offer assistance in negotiations with insurance companies if additional premiums are required.

Please note that when you sign an expenses claim, you are confirming that you have appropriate vehicle insurance, tax and MOT.

7 How to claim expenses

Travel

Volunteers will be reimbursed for any travel undertaken on behalf of Powys Challenge or the partnership agency provided it is agreed in advance of the journey. This includes travel to and from meetings as well as with the client. In the rare event that you may use public transport, please keep any tickets or receipts and staple them to your claim form.

You must record your mileage and specify the journeys undertaken on your claim form. These should correspond to your time sheet.

If you are travelling to meetings or training events - please try to share cars wherever possible in order to minimise costs.

Subsistence

Meal allowances may be claimed if you are working for more than four consecutive hours. You must keep all receipts and staple them to your claim forms. You may claim up to the allowances listed but only the amount specified on your receipt.

Care of Dependants

Volunteers may claim for child care or special needs costs if the claim is agreed in advance with the project manager and you are being asked to give your time outside your previously agreed hours. Receipts must be attached to the claim form. Under normal circumstances you are asked only to volunteer during times when you will not need child or other dependent care facilities.

Telephone

You are advised to ask your phone company for a fully itemised phone bill. This does not incur a cost. Highlight those calls you have made each quarter on behalf of the project and total these to record a single figure in the appropriate column of your claim form. Please attach the itemised bill to your claim form.

General Notes

- Please complete all relevant sections of form V14 legibly and accurately.

- Please print your name and address clearly as this address is used to send cheques to you.
- Please return forms regularly at the **end of the month** with your other administration forms. This will enable Powys Challenge accounts to be kept up to date and will ensure that you receive your cheques as soon as possible.
- If you have any difficulties completing the forms, please talk to your project manager

8 Support and Training

The primary purpose of Powys Challenge is to assist in the work of reducing crime in Powys through the use of volunteers from the local communities.

In addition, we hope to encourage opportunities for volunteers to develop their skills, knowledge and potential. We do this in the following ways:

High quality introductory training

Introductory training is accredited through the Open College Network. The current training is eligible for Credits at level 2 or 3. No volunteer is required to undertake the additional work involved in obtaining the qualification. The training will be the same whether volunteers choose to work towards the Credits or not. An in-house certificate will be issued to all volunteers who successfully complete the introductory training.

Support Groups

Support groups are held regularly in each area of Powys. These groups incorporate further training, enable development of peer group support, allow you to keep up to date with project developments and enable you to share problems and successes. You are always invited to suggest subjects for additional training. Project staff will try to locate suitable expertise. Volunteers are also asked to offer training events themselves if they have experience and skills which may be of value to others. **Please remember, they are your support groups.** Please attend them, and contribute to them.

Additional training events

From time to time, we are able to arrange specialist training course. These are either in-house or through other organisations, especially Powys Social Services.

You are invited to take full advantage of any training on offer.

Volunteer Newsletters and monthly mailings

These are intended to keep you up to date with events and information. As with Support groups, they are your newsletters. Please help us to make them interesting and lively by contributing to them. Between you, you have an amazing range of skills. Don't hide those skills away!

Access to resource materials

Each office carries a wide range of information about relevant subjects. Some of the material is for background reading, some concerns local resources. Please come and use these resources. There is also a small library in the Llandrindod office.

If you locate information about particular subjects, please share it with staff and volunteers so that we can all widen our knowledge base.

Social Events

From time to time social evenings are arranged. If you have ideas for these, please tell us. We have tried to arrange these on a county basis but the distances seem too great, so generally they are held in your local area. Please try to come - to get to know your colleagues.

Help towards career development

If there are ways in which project staff can help you - such as in preparation of CVs or individual coaching in specific areas we will be pleased to do so. Please ask your project manager or the chief officer to discuss possibilities. If you wish to gain experience in particular areas of work we will also do our best to help you. We have a good track record of volunteers getting onto career ladders using the experience they gain with Powys Challenge. However, you must not expect that working as a volunteer will necessarily lead to employment

References

Staff will be pleased to provide references on your behalf if you are considering applying to employment, training or further education, provided you have worked with us long enough for us to be able to offer a reasonable assessment of your abilities.

Committees

There are opportunities for volunteers to serve on Powys Challenge committees, principally the PR Committee, which help direct the work of Powys Challenge. If you feel you would like the opportunity to contribute to the development of our work in this way, please contact your local project manager or the chief officer.

9 Supervision

Supervision is often seen as a means of criticism. It is not. The purpose is to help you to do your best for your client and to feel confident and comfortable in your role. It is an opportunity to discuss issues you are unhappy about, to share knowledge, to offload problems, both work related and otherwise, and to develop your skills.

It is the practice of Powys Challenge that supervision and support should be continuous - not just something to resort to if a problem arises.

Your project manager will be in frequent contact with you to ensure that you feel happy with the work you are doing and to help you with difficulties. Please feel free to call your project manager - or any other staff member at any time if you are concerned about anything. We are all here to support you. You will have been given a list with all project staff telephone numbers - both office and home numbers. Please use them when you need to.

Often, the supervision you receive will be by telephone. This will save expense and time. However, you may be asked to come to the offices, and you should feel free to come to discuss matters at any time.

Casework with clients referred by statutory agencies

Usually, direct supervision of individual casework will be the responsibility of the case officer. You should check with the case officer at the time that three way agreements are reached, how often s/he requires your Volunteer reports (usually monthly) and how frequently s/he wishes to meet to review progress. You should also feel free to contact her/him whenever you feel uncertain about your work with a client.

New Deal Mentoring and Literacy/Numeracy Mentoring

The only instances where casework supervision is routinely the responsibility of Powys Challenge staff are New Deal Mentoring and Literacy/Numeracy Mentoring – unless there is a caseworker already involved. Young people on the New Deal or Literacy/Numeracy schemes are not necessarily offenders. In these instances, your project manager or a development worker will undertake oversight and supervision of the case. S/he will be in frequent contact to ensure that the agreed meetings are taking place and that you are happy with progress.

Annual Review

There should be an opportunity for an annual review of your work.

If you are unhappy with the level of supervision and support you receive, please contact either your project manager or the chief officer.

10 Monitoring and Administration

Monitoring is usually the part of volunteering which is least liked! However, it is an essential part of your role.

The purpose is fourfold.

Accountability (to case officers)

Most work which volunteers undertake is on behalf of individual case officers. These professional members of statutory staff are responsible to the Courts for the conduct of cases. It is important that they receive regular legible and pertinent reports concerning their clients. These records (Voluntary Associate Reports) are filed in clients' case notes.

Accountability (to Funders)

Powys Challenge obtains funding from a variety of sources – statutory funding, other public sources and charitable trusts. It is important that we account for the money we use and demonstrate that it is used effectively. In order to do this we **must** record what is done and what results are obtained.

Future Funding

Demonstration of work done is not only needed in order to be accountable for money already spent, but to justify the need for further funding in the future.

Protection of Volunteers

Keeping accurate records of your work minimises the risk of accusations and it helps you to remember what has occurred

Please co-operate with the Powys Challenge staff by completing all forms promptly and correctly. Your project manager staff will support you in this.

Forms may be subject to change and you will be kept fully informed should this happen.

Currently the forms required regularly are

- Expense claim
- Time Sheet
- Voluntary Associate reports

Copies of these forms together with guidance notes on how to complete them are enclosed.

In addition, there is other information which we ask you to collect on a much less frequent basis.

Please ensure that you keep an adequate supply of all forms.

11 Volunteer Records

Project staff are required to keep records pertaining to volunteers. Most of these records are those you will have completed yourselves. In addition, copies of references will be kept and details of your training and skills.

Information kept on files includes the following:

- Volunteer Application Form
- Referee names and addresses
- References
- First Interview Questions
- First Interview Summary
- Volunteer Accreditation Form
- Final Interview Summary
- Criminal Records Bureau Check form (filed separately)
- DRAIG checks (filed separately)
- Volunteer Equal Opportunities Monitoring

Other details retained on file include:

- Confidentiality Statement
- Car Details
- Car Insurance (Company Agreement)
- Copies of references given.
- Correspondence
- Supervision notes

Some of the above details are stored on computer. Powys Challenge is registered with the Data Protection Registrar.

You have the right to see these records in accordance with Data Protection regulations.

12 Child Protection

GUIDANCE FOR POWYS CHALLENGE STAFF AND VOLUNTEERS WORKING WITH YOUNG PEOPLE UNDER THE AGE OF 18 YEARS.

When a volunteer or staff member is working with a young person and the parent or guardian is not present, the adult is considered to be responsible for the welfare of the young person (in loco parentis). Volunteers and staff members in this position **must** behave in a responsible manner; these notes are intended to provide guidance.

Consent

You must ensure that the referring officer has obtained the written consent of the parent or guardian to allow you to work with the young person. * The consent form should include information from the parent or guardian sufficient to enable you to work appropriately with the young person. For example:

- Any relevant medical details of the young person - for example, does s/he have asthma etc.?
- Any regular medication

- Any special dietary needs
- Name, address and telephone number of parent or guardian
- Name, address and telephone number of an alternative person to contact in case of emergency
- Consent to allow the young person to take part in any normal activity. (NB Specific permission should be given for participation in potentially dangerous activities.)

Taking a young person out

On each occasion, volunteers and staff must inform the parent or guardian where the young person is going, what s/he will be doing and when s/he will be returning.

****Note: If the young person is under 18 but is living independently, then s/he may complete and sign the consent.***

Incidents

If there is an emergency, you must contact the relevant emergency services first and then the parent, guardian or alternative contact person.

If there is an incident which does not constitute an emergency, you must contact the parent, guardian or alternative contact person and consult about the appropriate action to be taken.

Child Protection

“The starting point of the child protection system is that any person who has a knowledge or a suspicion that a child is being harmed or is at risk of significant harm has a duty to refer her/his concern to the investigating agencies.”

If a volunteer or staff member becomes aware of or suspects a young person is being abused: - where immediate action is necessary to

- a) protect the child
- b) preserve evidence or
- c) prevent the escape of a suspected offender

you should

- 1 contact the police or duty/out of hours social worker
- 2 advise the young person's social worker (if s/he has one) as soon as possible
- 3 advise your project manager/chief officer as soon as possible

Where immediate action is not necessary (a, b, or c above do not apply) you should take steps 2 and 3 above as soon as possible.

Summary

Volunteers or staff members acting ‘in loco parentis’ should behave as responsible parents would.

13 Complaints Procedures

Powys Challenge aims to work within an Equal Opportunities policy and to act fairly and consistently in its relationships with staff, volunteers, partnership agencies, participants and their families. The interweaving of all these relationships can occasionally lead to misunderstanding and a complaints procedure is therefore part of our structure. The intention is that, whenever possible complaints will be dealt with informally. However, there is a formal procedure, should this be necessary.

14 Breach of Code of Conduct

It is very rarely necessary to utilise the Breach of Conduct procedure - but it is important that there should be such a procedure in case it should be required.

The Breach of Code of Conduct procedure is intended to be straightforward and fair to all, and to ensure that everyone has the opportunity to put her/his side of the case. Matters which may require exploration may have been observed by Powys Challenge staff, or may have been raised as concerns or complaints by other volunteers, agency staff, clients or their families. The purpose of the procedure is to resolve the issues quickly and satisfactorily for all parties. The intention is to help volunteers to continue working with the project wherever possible.

There are two stages - the informal stage and the formal stage. It is likely that most breaches will be addressed and resolved informally, but the formal procedure could be involved if there is a very serious breach of the code, or if behaviour and attitudes are not corrected following the informal procedure.

15 About Powys Challenge

History

Powys Challenge began in April 1994 at the instigation of Mr Roger Shaw, then Chief Probation Officer for Powys. The project was funded through a Home Office grant and aimed to build up a network of volunteers throughout Powys to work with offenders, defendants and their families in order to extend the range of intervention possible in such a rural county. The ultimate aim was - and is - to assist in the task of reducing crime in Powys.

Since then, the Project has developed considerably, and is now in partnership with a number of other agencies, including Powys Social Services, Employment Services, Mid Wales Youth Offending Team, Youth Gateway, National Probation Service.

Powys Challenge

Powys Challenge was set up in 1996 with the primary task of raising funds to enable Powys Challenge to continue. In 1998, the Trust took over employment responsibility for all staff and the organisation became independent.

The latest Annual Review, which you may request, will give details of our current work.

The organisation is managed by a Board of Trustees, PR Committee and a staff team.

Mission Statement

Powys Challenge seeks to reduce crime and the fear of crime thereby makes Powys a safer place.

We will achieve this by providing a range of services and opportunities to offenders, defendants, those at risk of offending and their families, which is designed to tackle the cause of offending behaviour.

Funding

Our funding comes from a wide variety of sources, including National Probation Service, Powys Social Services, the National Assembly for Wales, the Employment Service, the Youth Justice Board and a number of Charitable Trusts.

Volunteer Tasks

These are varied and cover the following areas:

- Mentoring

- Employment mentoring
- Practical Tasks
- Help with Literacy and Numeracy problems
- Family support
- Support to young people undertaking the Duke of Edinburgh Award
- Budgeting
- Debt help
- Prison visiting
- Support to prisoner's families
- Reception duties at reporting centres
- Contributing to newsletters for volunteers

Work may be with young people or adults.

The skills and knowledge required of volunteers is considerable. Most volunteers would never apply if these documents were given to them at the outset - the reaction would be - I am not good enough, I can't possibly do all that. But volunteers bring skills, life experiences, and commitment and above all, time. And additional training is designed to enhance their existing skills and understanding. It is good to know that volunteers often obtain work in related fields as a consequence of the experience they have gained through working with Powys Challenge.

We hope you enjoy working with us.

MONTHLY FORMS

Examples of the regular forms follow - with guidelines for completion

If in doubt - please ask for help

- Volunteer Expenses form (**V14**) Covers all expenses for each month
Must include receipts.
- Volunteer Guidelines for Completion of Volunteer Expenses Claim
- Time Sheet Form & Time Sheet Example (**V15**) Must record everything you have done on behalf of Powys Challenge in the month
- Time Sheet - Guidance Notes
- Voluntary Associate Report Form & Example (**V16**) One per client
- Guidelines for completion of Voluntary Associate Report Forms

STAFF

LOCATIONS

POLICIES AND PROCEDURES

1. Powys Challenge Staff
2. Organisation Chart
3. Powys Challenge Staff Functions
4. Office locations
5. Who we are and what we do

A copy of all Policies and Procedures mentioned in the Volunteer Handbook and listed below are available on request. Please do not hesitate to contact your Project Manager or Trafford House if you would like receive a copy or please call into your local office or Trafford House to read or collect a copy.

- Breach of Code of Conduct
- Children's Rights
- Complaints Policy
- Complaints Policy – Guidance to Staff
- How to Complain about Powys Challenge
- Criminal Records Policy Statement
- Data Protection Register
- Disciplinary
- Drugs
- Equal Opportunities
- Environment Policy
- Grievance
- Health and Safety
- Lone Working
- Public Relations Policy
- Quality Statement
- Welsh Language Scheme