



# *Volunteers Handbook*



**Registered Charity No. 245421**



Thank you very much for volunteering to work with Chelmsford Mencap. We are sure you will find it a valuable and rewarding experience.

By giving your time you are helping us to provide support services to special needs children and adults as well as their families and carers that we would otherwise be unable to offer.

This handbook tells you everything you need to know about volunteering with Chelmsford Mencap.

## **Mission Statement**

To promote the advancement of people with a learning disability and to provide support for their families, friends and carers enabling those with a learning disability to live as full a life as possible and achieve fuller integration within the community.

Increase public awareness of the abilities and needs of people with learning disabilities and the problems and needs of their families, friends and carers.

Provide up to date information by way of news magazines, assist/provide recreation and leisure facilities via the Gateway Club, Youth Club, Adult Adventurers', Daybreak Scheme and other facilities as required.

# Volunteering Information

## Volunteer Training

Every volunteer receives Induction Training and you will always work within a team surrounded by staff specialising in dealing with children and adults who have learning disabilities.

## Commitment

Your commitment to volunteering at our clubs and schemes is very important. If for whatever reason you are unable to attend on your allocated days please let the relevant Leaders or Managers know as soon as possible so that we can try to arrange a replacement for you.



## What should I wear?

Comfortable, casual clothes and covered flat shoes such as trainers. Definitely not your best clothes. Please tie long hair back and do not wear jewellery. Please do not bring large amounts of money or valuables with you as Chelmsford Mencap will not take any responsibility if they are lost or stolen. Please note we provide volunteers with T-shirts

upon arrival.

## Enjoy Yourself!

You are at our clubs and schemes to help the children and adults but that doesn't mean that you can't enjoy yourself! It is hard work but you will get out of it what you put in! Remember if you find yourself in a position that you feel unable to cope, please do ask for help. That is what the Volunteers Manager is there for, or if this is not possible you can contact the appropriate Manager's whose telephone numbers are at the back of this handbook. I am sure you will have great fun volunteering and make some new friends along the way.

## What else will I need

All volunteers are required to complete either a CRB form (if over 16) or a work permit (if under 16). Also all volunteers under the age of 18 must have a parental consent form. All forms can be obtained from the Chelmsford Mencap Office.

## Our Policies

Chelmsford Mencap has various policies that we must adhere to. You can find the ones relevant to you whilst you are volunteering on our website:

[www.chelmsfordmencap.org.uk](http://www.chelmsfordmencap.org.uk)

We encourage volunteers to read all of our policies.

## Rewarding

Volunteering with Chelmsford Mencap is a great way to help your community and make a real difference to the lives of those with learning disabilities as well as their parents and carers. It is also highly sort after experience by both universities and employers and Chelmsford Mencap will be happy to provide references for our volunteers.

## Expenses

Chelmsford Mencap pay all reasonable expenses including mileage at 40p per mile monthly in arrears. You will be given the appropriate expense form on your first day of volunteering. Copies of this form are available from the Volunteers Manager or your Club Manager. In order for us to be able to authorise a claim you must ensure:

- 1.The journey/expense has been incurred on behalf of Chelmsford Mencap.
- 2.The claim is correct and all required receipts are attached.
- 3.The travelling arrangements were the most efficient and economical.

## Right to Reasonable Expenses Lunch Campaign

For those of our volunteers who are on benefits the Department for Work & Pensions has announced that they will once again allow volunteer claimants to be reimbursed for their meal expenses without it affecting benefits. As with all such expenses, they should be genuinely incurred as a result of volunteering, and must

be a direct reimbursement of the actual cost of the meal. For more information on expenses and benefit rules on volunteering visit [www.volunteering.org.uk](http://www.volunteering.org.uk)

## Confidentiality

Chelmsford Mencap are governed by the Data Protection Act and we expect you to uphold your code of confidentiality and not repeat any information or conversations regarding staff, volunteers, children or families.



## Nominated First Aiders and Child Protection Officers

To find out the names of our Nominated First Aiders and Child Protection Officers please check the Chelmsford Mencap website or ask your Club Manager.

## Smoking

It is against the law to smoke, or permit others to smoke, in virtually all enclosed public places and workplaces in England.

Anyone who smokes in a smokefree place will be liable to pay a fixed penalty notice of up to £50.00 or £200 if the Court award a fine.

## Keep us Updated

As a volunteer, information provided by you on your application form will be kept on our database and you will receive occasional mailings and emails from us informing you of up and coming volunteering opportunities.

Don't forget to let the Volunteers Manager know if you change your address or any other important contact information.

If your circumstances change and you find you can no longer volunteer then please make sure you drop us a line requesting your details to be removed from the database. By telling us this information as soon as possible will save our charity money on printing and postage.

## Volunteers Manager

Matisse Meader  
Tel: 01245 268303  
Email: [volunteers@chelmsfordmencap.org.uk](mailto:volunteers@chelmsfordmencap.org.uk)  
Address:  
Chelmsford Mencap  
PO Box 10476  
Chelmsford  
Essex  
CM1 9NE

## Latest News and Events

If you find you have some spare time, Chelmsford Mencap always have something going on from Tenpin Bowling to visits to Thorpe Park. Visit our web site at [www.chelmsfordmencap.org.uk](http://www.chelmsfordmencap.org.uk) for all the latest opportunities.

## Volunteers Go Free!

Don't forget if you help out on our outings and events you get a free ticket (subject to availability).

## Recommend A Friend

We are happy for you to volunteer with your friends, just get them to call the Volunteers Manager for an application form or alternatively they can down-load one from our web site.



## **Volunteers Complaints Procedure**

If you have a complaint to make about our clubs or schemes, you should first discuss the matter informally with your line manager who will attempt to resolve the situation.

If you are not happy that your concern has been resolved after this discussion, you should put your grievance in writing to the line manager's manager giving a full and clear explanation of what you are concerned about.

You will be asked to come to a meeting as soon as possible at a reasonable time and location for your grievance to be heard. If you wish, a colleague can accompany you to the meeting. You will be told of the outcome of your grievance, where possible within 10 working days.

If you are still not happy that your concern has been resolved, you can make an appeal, asking for the grievance to be considered by a different manager. You will again be asked to come to a meeting as soon as possible at a reasonable time and location for your grievance to be heard you will be told in writing of the outcome of your grievance, where possible within 10 working days of the date of the meeting.

A full description of our grievance procedures can be found in part 26 of the policy section on the Chelmsford Mencap website.

## **Parent/Carer Complaints**

We have a separate complaints policy for parent/carers. Should you be aware of any such complaints then please refer the complainant to the relevant Leader or Club Manager.



## **Friends of Chelmsford Mencap**

We need your help! A donation of £2 per month or £24 per year entitles you to become a friend of Chelmsford Mencap and will help us carry on our good work. Friends are kept fully informed of all our new activities, projects and events and you will truly be supporting a great community service.

Please follow this link to become a friend of Chelmsford Mencap.  
<http://www.chelmsfordmencap.org.uk/membership/>

## **Recycle for Chelmsford Mencap**

We will accept old mobile phones and genuine ink cartridges (except Epsom), email us at [info@chelmsfordmencap.co.uk](mailto:info@chelmsfordmencap.co.uk) for a freepost envelope.



## **Important Contact Numbers**

### **Volunteers Manager**

Matisse Meader  
Tel: 01245 268303  
Email: volunteers@chelmsfordmencap.org.uk

### **Charity Manager**

Sam Barnett  
Tel: 01245 268303  
Email: sam.barnett@chelmsfordmencap.org.uk

### **Chairman**

Peter Crisp  
Tel: 01245 263717  
Email: info@chelmsfordmencap.org.uk

### **Adult Adventurers**

Mark Holland  
Tel: 01277 625530  
Email: mark.holland@chelmsfordmencap.org.uk

### **CMYC**

Sabine Nussey  
Tel: 01245 351161  
Email: sabine.nussey@chelmsfordmencap.org.uk

### **Daybreak Scheme**

Sam Barnett  
Tel: 01245 268303  
Email: sam.barnett@chelmsfordmencap.org.uk

### **Daybreak Saturday Club**

Kathryn O'Flanagan  
Tel: 01787 220040  
Email: kathryn.oflanagan@chelmsfordmencap.org.uk

### **Gateway Club**

Jackie Holland  
Tel: 01277 625530  
Email: jackie.holland@chelmsfordmencap.org.uk

### **Gateway Dance Group**

Claire Lucas  
Tel: 01245 352640  
Email: info@chelmsfordmencap.org.uk

### **Our address for all correspondence is:**

Chelmsford Mencap  
PO Box 10476  
Chelmsford  
CM1 9NE