
Volunteer Handbook



The Hygiene Bank is a registered charity in England and Wales number: 1181267 and in Scotland SC04989

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Introduction

Thank you for giving your time and experience to helping us achieve our mission to tackle hygiene poverty in the UK.

The Hygiene Bank is a grassroots, people powered charity and social movement, grounded in community. Our network of partnerships exist to ensure those living in poverty and whose choices are constrained have access to the basics. We believe that everyone should have a dignified life.

Our passion stems from a sense of injustice. Feeling clean should not be a luxury or a privilege in the modern world and so we work to inspire social change.

Our Values

Our core values: Community, thriving, compassion, justice and sustainability. We use these to assess our progress, build communication materials, at volunteer inductions and recruitment processes. They are our moral compass and help us make decisions.

Language matters

As a volunteer, you are the voice of The Hygiene Bank on the ground and it is important we speak the same language. Framing means making deliberate choices about how we communicate. It's about understanding how people think and feel, and telling stories that change hearts and minds.

To help with this challenge, we're using The Framework Toolkit from the Joseph Rowntree Foundation. The toolkit is based on the FrameWorks Institute's research into public attitudes to poverty in the UK, involving 20,000 people.

You'll find the Framing Toolkit in the On-boarding, Induction and Training Zone section of Members Area on-line.

We are also careful in our language around taboo subjects like menstruation. The word 'sanitary' in reference to menstruation products, infers periods are dirty. We've taken out lead from Hey Girls UK who have removed the word sanitary from their marketing and call pads, period pads. We say 'period products.' When talking about pads and tampons.

What you can expect from us

We have a duty of care to you and are committed to the following:

- Giving each volunteer a clear and defined role profile.
- Recognising that volunteers require satisfying work and personal development and we will seek to help meet these needs.
- Flexibility within volunteering opportunities, taking into account any other commitments that you have.
- A face-to-face via video induction on the work of The Hygiene Bank and on-line resources.
- A direct line manager - This will be a Partnership Manager from Head Office or a Regional Coordinator. Your line manager will monitor your volunteering and discuss development opportunities.
- Volunteers will have a voice within the organisation - we'll ask for your views and ideas whenever we can.

- Reimbursement for reasonable out of pocket expenses.
- Adequate insurance to cover you while undertaking voluntary activities authorised by The Hygiene Bank.
- Following the policies, procedures and standards of the organisation in relation to volunteers.
- Resolving any concerns promptly and fairly.
- Providing references for people who have actively volunteered their time for us.
- Operating within the spirit of equality, diversity and our values.
- Celebrating your successes and recognise your achievements.
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Expectations of you

You are expected to be responsible.

This includes:

- Reading and adhering to all The Hygiene Bank policies detailed on the website:
 - Privacy
 - Environmental
 - Health and Safety
 - Equal Opportunities
 - Code of Conduct
 - Safeguarding
- Following prompt and accurate housekeeping admin procedures.

- Satisfactory performance + meeting of standards.
- Upholding The Hygiene Bank's reputation.
- Understanding and engage with The Hygiene Bank's Vision, Mission, Values.
- Read and know responses to our FAQs as detailed on the website so the organisation has a united response.
- Keep up-to-date with news from the Charity by reading the emailed fortnightly Volunteer Newsletter
- A commitment to using the Framing Toolkit Language when you talk about poverty, benefits and the issues the charity is addressing. A Framing Toolkit from JRF is on the Members Only Area of the website.
- Respecting others and ensuring that we are all safe from harm.
- Disclosing concerns of abuse of a service user or volunteer by anyone connected to The Hygiene Bank.
- Disclosing convictions that might affect your suitability as a volunteer
- Serious breaches of our standards include (but are not limited to)
- Use of donations for personal use or gain.
- Maltreatment of service users.
- Fraud, deliberate falsification of records, theft or unauthorised possession of money or property, whether belonging to us or any of our stakeholders.
- Possession and/or supply or use of illicit drugs and/or being incapacitated through intoxication.
- Indecent or immoral behaviour.
- Unlawful discrimination or acts of harassment.
- Dangerous and/or aggressive behaviour.
- Deliberate damage to property or donated goods.
- Insubordination and refusal to carry out reasonable requests.

- Breach of safeguarding, equality and health and safety standards in this policy.
- Disclosure of others' personal contact details in breach of GDPR regulations.
- Campaigning or lobbying using The Hygiene Bank name breaches our insurance policy and is not tolerated.

Concern about minor breaches will first be brought to your attention informally. Should the behaviour persist The Hygiene Bank reserves the right to decide on an appropriate course of action and the volunteer may be asked to leave. Concerns that someone is behaving in a way that is a serious breach of standards should be reported to Head Office immediately.

Data protection

We are committed to respecting individuals' right to have their data protected.

- We inform people why we collect their data and what we plan to do with it. We seek their informed consent and have a mechanism in place for them to refuse or withdraw that consent at any time. Volunteers are expected to:
- Keep information that is not in the public domain about The Hygiene Bank and our partners confidential.
- Only share information about individuals with their informed consent.
- Keep material containing confidential information safe and return it to Head Office upon termination of the relationship with the Hygiene Bank.
- Consider their profile on social media. Do not post anything that might be considered inappropriate or defamatory.

- Please note that if you choose not to set up The Hygiene Bank Gmail account and choose to use your personal email then these details may be added to the website and shared as appropriate.

Further information: see Privacy Policy on website

Health, safety & welfare

We are committed to providing a safe and inclusive environment for our volunteers, partners and stakeholders.

ALCOHOL & DRUGS – use of, may impair safety, effectiveness and efficiency. Behaviour that indicates the misuse of drugs or alcohol will be investigated and treated as a serious breach.

EQUALITY – We adopt a consistent, non-discriminatory approach to advertising opportunities. Everyone at the Hygiene Bank receives fair treatment. Those involved in recruitment periodically review their selection criteria and choices to ensure that they are not consciously or unconsciously biased in their decision-making. Please see our Equal Opportunities Policy.

HARASSMENT - is unwanted behaviour towards an individual that includes (but is not limited to insensitive jokes, comments about appearance, unwelcome touching or insulting words). Personal harassment is not tolerated at the Hygiene Bank.

WAREHOUSING/ STORAGE OF PRODUCT – This covers a range of activities that can result in various hazards and risks. Please read our Health & Safety policy on the website and read given links. Downloadable Manual Handling poster/ First Aid poster for display at a storage unit are available.

MANUAL HANDLING - Care should be taken when lifting or carrying heavy items. Ensure you keep your back straight and bend at the knees when lifting. Any item over 25kg must not be lifted manually. Find someone to assist you or use a trolley device. A young person or child must not engage in lifting heavy objects. You should be aware of your own limitations when lifting (a history of back problems will affect your ability to lift many items).

For your safety please watch this Manual Handling You Tube video:

<https://www.youtube.com/watch?v=IX9zZsBq8o0>. Keep floors and passages clear of any obstacles.

BEST BEFORE AND NEW - Ensure distributed products are new, unopened and in-date. Dispose of inadequate donations responsibly.

SAFETY – Do not take any risks with your personal safety, or the safety of others. Mop up any spilt liquids. Report all accidents and injuries to Head Office.

SAFEGUARDING – Prior to commencing volunteering you will be expected to sign a commitment to keep children and vulnerable adults safe and to respond to concerns of abuse. (See Safeguarding policy on website). The Safeguarding lead is Amy Thompson: amy.thomson@thehygienebank.com. mobile: 07561 583962

RECORD CHECKS – Prior to commencing volunteering you will be asked to complete a disclosure form. We may request written references.

Complaint process

1. RAISE THE ISSUE – with your coordinator, with Head Office, or with a trustee, who may be able to resolve the issue informally.

2.MAKE A FORMAL COMPLAINT – to a Trustee – in the case that an informal resolution has not been possible. In this written complaint describe the nature of the complaint, (including who is involved, dates and times, any witnesses, and any action already taken by you).

3.INVESTIGATE – The Hygiene Bank will explore with you and those concerned the nature of the complaint, maintaining a level of confidentiality.

4.REPORT - When the investigation has been concluded the findings and recommended course of action will be sent, in writing, to you and any individuals involved in the complaint.

5.APPEALING THE REPORT - If you or other concerned individuals are dissatisfied with the report you should raise this with the investigator within 5 working days of receiving the draft. Any points of concern will be considered.

6.REACHING AN AGREED CONCLUSION - Once the process has been completed, whether it takes report form only or requires a disciplinary sanction, a final report in writing will be sent to you and the alleged discriminator.

If you bring a complaint of harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is untrue and has been brought with malicious intent we will, subject to a fair procedure, no longer accept any further voluntary assistance from you.

General procedures

ID – Once registration has been fully approved you will receive an official ID badge, giving authorisation from The Hygiene Bank to set up collection points, distribute products to charity partners and fundraise in the name of The Hygiene

Bank. We require proof of ID from you, either Driving License or Passport with current utility bill showing address.

ADMINISTRATIVE HOUSEKEEPING – Regional and Project coordinators are expected to complete monitoring forms every week.

CHANGES IN PERSONAL CONTACTS - Please notify us.

COVER – If you are unable to fulfil your activities due to ill health or other commitments, please contact your supervising coordinator as soon as possible.

FUNDRAISING – Please read all relevant documents on the website. If you fundraise, please make sure you undertake a suitable risk assessment and follow all necessary Health and Safety and Keeping It Legal procedures. You will need to keep accurate accounts to be shared with our Treasurer. Please email the Treasurer if you have financial questions: finance@thehygienebank.com

INSURANCE – We have employers/volunteers and public liability insurance to cover you during your volunteering activities. Please ensure you have read the Health & Safety section of this handbook. Motor insurance is not covered. You will need to ensure that your own motor vehicle insurance covers you if you are using your own vehicle to transport donations. A copy of the Insurance Policy is available on the Members Only Area of the website.

LOSS OR DAMAGE TO YOUR PROPERTY - No liability is accepted. Do not take any personal items of value when you volunteer.

MEDIA – Direct requests for interviews from the media to Head Office. If you are interviewed, remember you are the voice of The Hygiene Bank.

PROBLEMS – Please raise concerns with Head Office.

STANDARDS OF DRESS – Please present a professional, clean appearance, whilst wearing clothes appropriate to your tasks.

STATE BENEFITS - Voluntary work may affect your eligibility for state benefits. Check with the appropriate agencies.

GMAIL ADDRESS - All Regional and Project Coordinators are requested to set up a THB email address as this information will be displayed on the website and given to third parties as necessary. If this has not been set up, The Hygiene Bank will assume that you are happy for your personal email address to be shared as appropriate.

Expenses

We need to ensure volunteers do not inadvertently incur expenses that we can neither justify nor reimburse and that any expenditure is relevant to our charitable objectives and can be fully justified; therefore all expenses should be reasonable and kept to a minimum.

We are extremely grateful to volunteers who choose to meet incidental expenses from within their own resources as with the number of volunteers involved, we could not afford to deliver our services to people in crisis at the current levels of scale and quality. However affordability is not a prerequisite to volunteering so please speak to Head Office about available budget and the volunteer's own needs. Activities likely to incur expenses for volunteers should be authorised by Head Office in advance and we cannot accept liability for expenses not pre-agreed.

Making a Claim

- Submit using a Volunteer Expense Claim Form and claim within three months of expenses being incurred.
- Only actual costs can be reimbursed i.e. expenses do not represent a reward or compensation for loss of time.
- Car/Motorcycle: 45p per mile (in line with HMRC guidelines). Parking costs, toll and congestion charges can also be claimed for where necessary when pre-agreed; however, we do not reimburse parking fines or speeding tickets under any circumstances.
- Administration costs - e.g phone calls, printing materials or sending letters on behalf of The Hygiene Bank can be reimbursed if pre-agreed and supported by receipts or an itemised bill. We are unable to reimburse the costs of furniture, utilities including gas, electricity, broadband/phone line installation and rental costs computer equipment.
- Expenses will be reimbursed by direct bank transfer. Please add your bank details to the Volunteer Expenses Claim Form.

Contacts

General enquiries: Georgina Loom

admin@thehygienebank.com

Safeguarding: Amy Thompson

amy.thomson@thehygienebank.com/ mobile: 07561 583962

Finance: Edgar Penollar

finance@thehygienebank.com

Founder: Lizzy Hall: lizzy@thehygienebank.com