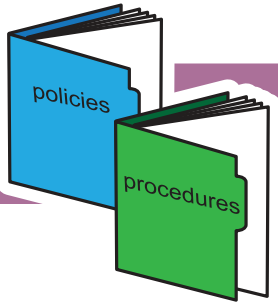


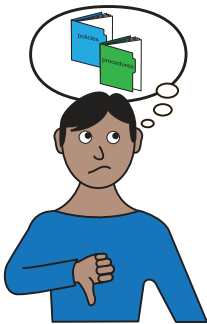


policies and procedures

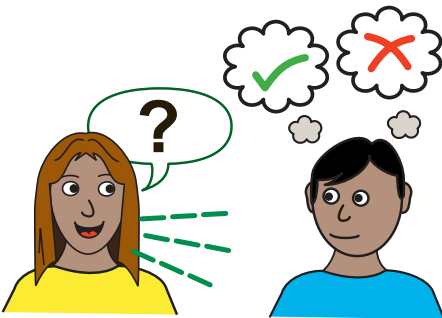


Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.

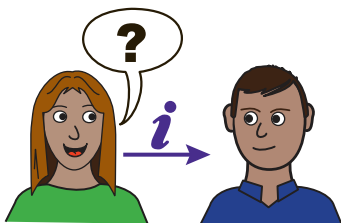


The policies and procedures also tell us what to do if something goes wrong.

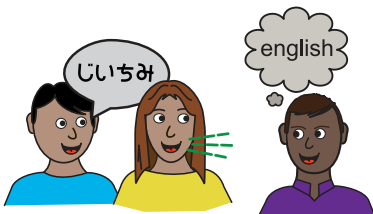


It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: **0113 234 6040**
text: **07531 215 999**
email: **info@pyramid.org.uk**



PYRAMID

Recruitment, Induction and Training for Arts Volunteers

This policy explains how we will recruit, induct and support new arts volunteers so that they will fully understand our work, philosophy and their role within the organisation.

Recruitment and Selection

Applications are welcome at any time.

If there are no current arts volunteer vacancies, we will (with permission) hold the details of any applicants for two years and notify them when a place in a group becomes available.

Contact the Administrator for an application pack, which will contain:

- An introductory letter explaining the application procedure
- Membership application form
- Equal Opportunities monitoring form
- Equal Opportunities explanation
- 'Arts Volunteer' role description
- General information about Pyramid
- This induction policy

When we receive an application form, the Administrator will

- contact the applicant to arrange an interview
- contact the applicant's referees

Interviews are conducted by a member of the office staff team, with the aim of finding out

- more about the applicant's interest in and experience of the arts
- more about the applicant's interest in and experience of learning disability
- the applicant's availability to attend Pyramid activities
- what the applicant is looking to gain from volunteering with us



Equally, the interview is an opportunity for us to tell the applicant

- about the ethos of the organisation and how we work
- what we expect from our volunteers in terms of commitment
- about training opportunities

and to answer any questions they may have.

References

References can be from professional or personal acquaintances. We will send the referees a form with set questions to answer. Referees must have known the applicant for a minimum of six months, and must not be related to them.

After interview and having received two references, the interviewer will decide if the applicant meets the criteria in the Arts Volunteer Role Description. A four-week trial placement will be offered to successful candidates.

Trial Period

After four weeks, the applicant will have an informal review meeting with the group's Core Worker about how they are settling in, and if they feel the role is right for them. If both parties are happy with how things are going, the Core Worker will notify the Administrator and the placement will be considered ongoing from that point.

If there are any issues or concerns that can't be resolved informally between the applicant and Core Worker, the matter will be escalated by the Core Worker to a member of the staff team to manage. The applicant is also free to contact the Administrator directly if they want to raise an issue with someone other than the Core Worker.

Equality, Diversity and Inclusion

Diversity amongst all participants and staff is valued and individual skills will be promoted and utilised.

Volunteers will be provided with a copy of our Equality, Diversity and Inclusion policy and expected to uphold its values at all times.



Pyramid is a Disability Confident employer and will always seek to make reasonable adjustments in order for volunteers to participate fully in our activities. Volunteer applicants should speak freely at their interview about any support needs they have.

Security and Screening

- All volunteer applicants are required to complete and sign an application form, attend an interview and provide contact details for two referees
- Proof of identity must be provided by the applicant at their interview (accepted documents will be according to latest Disclosure and Barring Service (DBS) guidance)
- The applicant will be required to complete a DBS application at the end of their four-week trial period
- Pyramid can decide to exclude someone from volunteering if there are any doubts about their identity, references or suitability. This decision would be made by senior management
- Applicants will be told that the work and contact they will have with children require us to ask them to declare any criminal convictions they may have which involve abuse against children, however old the conviction(s) may be. This is an exemption from the provisions of the Rehabilitation of Offenders Act 1974.
- All volunteers must agree to abide by the Pyramid Safeguarding Policies. The interviewer must make sure that applicants are aware of and understand their obligations under these policies
- Information gathered during the screening process (references, DBS certificate etc.) will be treated in the strictest confidence and held in accordance with the Pyramid Data Protection Policy and Privacy Statement (available on request and on our website)

Health and Safety

Everyone who takes part in Pyramid' activities has a responsibility to keep themselves and others safe. New volunteers will be provided with a copy of our Health and Safety Policy for guidance.

Staff and Core Workers have the responsibility of undertaking formal risk assessments wherever needed, and sharing relevant information with volunteers. A copy of the full Risk Assessment and Management Policy is available on request and on our website.

Support and Training

The first point of contact for a new volunteer is the Core Worker for their allocated group. The Core Worker will make introductions with other group members; explain the current project and any procedures relevant to the



venue or activity (e.g. evacuation procedure). The Core Worker is responsible for ensuring new members 'settle in' and will use the 'new volunteer induction checklist' to ensure all relevant information has been shared.

New volunteers complete a four-week trial period in their allocated group, after which there is an informal review with the group's Core Worker. This is an opportunity to feed back about how they are settling in and to talk about any concerns or issues, which will be escalated to the office team if appropriate.

Ongoing support is offered through weekly debriefing meetings at the end of each session for Core Workers, Arts Facilitators and volunteers.

If for any reason a volunteer cannot talk to their Core Worker about an issue, or if the Core Worker is not available, they are free to contact a member of the office team.

Pyramid will further provide three group support and training meetings per year for all volunteers, Core Workers and Arts Facilitators, as an open forum to meet each other and share good practice. These are referred to as CAV meetings.

All volunteers are required to complete the Pyramid Foundation Training course, which explores the organisation's ethos and working practices as well as covering key information around Policies and Procedures and Health and Safety. The course is run at least twice per year.

Volunteers will also be offered occasional additional training from other agencies, via Pyramid. This includes Emergency First Aid and Safeguarding Young People.

Volunteers who are interested in career progression and possibly taking on a paid role at Pyramid (Core Worker or Arts Facilitator) can complete further training with us, free of charge. The *Explorations* training focusses on the role of the Arts Facilitator and leading inclusive art groups. It is useful training for work outside of Pyramid as well as for the Arts Facilitator role in our groups. Volunteers are notified of when the training is being delivered and are welcome to attend for free (note, there is no obligation to work for Pyramid after undertaking this training, and nor is the offer of training a guarantee of future paid work). The third course we offer is the Core Worker training, which is by invitation only and is very specific to Pyramid.

Expenses

Volunteers are able to claim back reasonable travel costs for attending group sessions, up to a maximum of £12 per round trip. You can use public transport, or your own vehicle / bike.

Claims should be made directly to the group Core Worker on a weekly basis, and they will reimburse the volunteer in cash.



Public transport: Volunteers must give their used ticket(s) to the Core Worker as proof of purchase. If you need your ticket for a return journey, claim it back the following week.

If you have a digital ticket, show it to the Core Worker and they will sign a slip to say they have verified the amount owed to you.

If a volunteer uses a weekly or monthly bus pass, Pyramid will pay for ¼ of the cost (as long as that the volunteer attends 4+ sessions in that month). The process for claiming is the same as above.

Private vehicles: Before making their first mileage claim, the volunteer must complete some drivers' checks. This is an important legal requirement. We will complete an online driver's record check, a vehicle check and ask to see your license and insurance certificate. These checks are then reapplied annually.

To make a mileage claim, ask the Core Worker for a form. You must state where you have travelled from/to and the number of miles. Vehicle mileage is paid at 40p per mile. Bike mileage is paid at 20p per mile.

If a volunteer has a large travel expense, we will make a monthly reimbursement by bank transfer instead.

In exceptional circumstances, volunteers may take a taxi instead of using public transport but this must be agreed in advance.

Insurance

Pyramid has Employer's Liability Insurance which covers against injury or illness arising from volunteering with us. A copy of the insurance certificate is on display in the office.

Drivers must contact their insurance company to make a full disclosure of their activities and ensure that they are covered for travelling to/from voluntary activities. Pyramid is not responsible for paying any extra premium imposed by the insurance company for using a personal vehicle for voluntary work.

Pyramid does not take responsibility for the loss or theft of personal belongings. Volunteers are advised not to bring valuables to sessions and to keep personal possessions with them at all times.

Confidentiality

Pyramid respects the privacy of all members and takes its data protection responsibilities very seriously. Pyramid will store information about volunteers as necessary for safety, effective communication and monitoring purposes. Our Data Protection Policy and Privacy Statement are available on request or on our website.



Volunteers are entitled to see all the information Pyramid holds about them can make this request to the Operations Manager.

Volunteers are expected to keep any information they learn about staff or fellow members confidential. This could be related to someone's health and support needs, or personal information such as phone numbers and email addresses.

An exception is made if the volunteer has reason to believe that someone is at risk, in which case they should refer to the Safeguarding Policies (available online as above) for further guidance.

Data Protection and Confidentiality are covered in the Foundation Training.

Leaving Pyramid

There is no set period of time for volunteers to stay at Pyramid, though it should be noted that we will only provide references for people who attend regularly for six months or more.

As the position is voluntary, no notice period is contractually required but we do ask that, wherever possible, a notice period is worked. This helps our planning, and gives members a chance to prepare and say goodbye.

Volunteers can give notice verbally to the Core Worker, or by emailing / calling the Administrator.

Problems and Complaints

We endeavour to resolve issues quickly and without escalation where possible. In the first instance, a volunteer should tell their Core Worker if there is a problem / difficult situation in their group.

Alternatively, contact the Administrator who will try to resolve the issue, or pass it on to the appropriate member of staff.

You can use the Complaints Procedure (available from the office or on our website) to make a formal complaint.

If a complaint is made against a volunteer, Pyramid will follow the Complaints Procedure (and, if relevant, the Safeguarding Procedure). We will ensure that the volunteer is kept informed, and has fair opportunity to respond to any allegation.

Questions and Further Guidance

Any queries related to this policy or requests for further information can be addressed to the Operations Manager.