



Volunteer Handbook 2011/12



Welcome and Introduction

Thank you for your interest in becoming a volunteer for Community Transport Waltham Forest. We have several ways for you to get involved in the organisation, from participating in the management committee to providing administrative support in the day to day running of the organisation or as a volunteer driver for one of our many member organisations who depend on volunteer drivers to transport their members either to their regular activities or on their special outings.

This handbook has been designed to help you understand more about the work we do, the opportunities for volunteering and information about policies and procedures that might affect volunteers to ensure you have a rewarding and enjoyable experience becoming part of the team at Community Transport Waltham Forest.

Dot Gray

Chair

Community Transport Waltham Forest

Contents

	Page
Welcome	2
About Community Transport Waltham Forest	4
Volunteer Opportunities	7
Policies and Procedures.....	10
Volunteer Agreement	11
Volunteers Expenses Policy	12

About Community Transport Waltham Forest (CTWF)

CTWF is a registered Charity and Company Limited by Guarantee which has been established for more than 18 years. Our aim is to provide a sustainable group transport facility for local community groups.

We have four full time and eleven part time members of staff. This includes contract drivers, office staff and general drivers. We also have an additional six sessional drivers who are used by local groups who cannot provide drivers of their own.

The organisation is governed by a Management Committee mainly drawn from its user organisations. Committee members are responsible for ensuring that CTWF operates within the relevant legislation, it sets the strategic direction of CTWF and has a responsibility to funders to ensure that all financial matters are properly and effectively managed.

Management Committee members are people who care about the local community and the diverse range of people within it. By being a committee member they make an important contribution to the well being and the quality of life for the many people that use the service. Without time and support given by the Management Committee we would be unable to function.

CTWF Mission

We are a not for profit organisation who actively connect with people to provide transports solutions to community groups. We do this with willingness and commitment, by encouraging independence by efficiently supporting the transport needs of our community and by ensuring the service is accessible to all.

Values

- Accessibility – services should be accessible to all sections of the community
- Empowerment – increasing transport choices
- Initiative – adapt in response to changing needs
- Development – a commitment to monitor, reflect and learn
- Improving social change – sharing, training and using knowledge for the benefit of others
- Participation – staff and members have the right to participate in decision making
- Service – professionalism and integrity at the core of activities

Membership

The key function of CTWF is to provide passenger carrying vehicles to our members who are in the main voluntary and community organisations in Waltham Forest. Our membership is open to public sector, private sector and voluntary sector however they must be registered members to access our vehicles. Our new luggage trailers are also available to members to hire if they so wish. This is especially useful for groups such as Scouts and Guides, sporting clubs or those with disability aids.

Waltham Forest Community Driving School

Our Community Driving School aims to improve the driving and passenger experience of people using minibuses in the course of their work and social activities. Our courses cover a range of topics which are necessary in employing good quality driving, transporting passengers and being aware of safety issues:

- Minibus Drivers Awareness Scheme (MiDAS) for drivers to progress to larger vehicles: Standard and Accessible
- Passenger Assistant Training Scheme (PATS) for vehicle escorts and health care staff
- Minibus Emergency Evacuation Procedures
- Manual Handling training for local groups and organisations
- D1 Entitlement training for those people who passed their driving test after 1st January 1997 and do not have D1 licence entitlement
- Fleet Flow Trailer Training for those drivers that would like to hire one of our trailers

Door to Store

Working with Waltham Forest Shopmobility and Social Services, CTWF runs a shopping service called Door to Store. This service is fully funded by Adult and Social Care Waltham Forest. Door to Store collects elderly and disabled people from their homes and takes them to a local store (i.e. Morrisons, Sainsbury's, Tesco or Asda) and returns them home with their shopping.

Hub Travel Club

A new Hub Travel Club service will be operating in due course which will deliver service users to the new Adult and Social Care Service Hub which is due to open late July 2011. This will be integrated into the Door to Store service and will provide an essential service to those accessing the Service Hub.

Advice on Vehicle Brokerage & Purchase

CTWF offer a brokerage and vehicle purchase advice service for local groups who are contemplating purchasing their own vehicle or wish to make better use of an existing vehicle.

Contract Work

CTWF have a number of contracts with other providers of services including Day Care Centres, specialist out of borough services.

Computer Aided Transport Scheduling System (CATSS)

Since 1st April 2011 we have been using a new integrated computer scheduling system. This enables us to organise our bookings and drivers and to print out the daily log sheets. CATSS can also be used for statistics, mileage allowances and petrol records. The system has allowed us to speed up service delivery and maintain fuller records.

Practical Quality Assurance System for Small Organisations (PQASSO)

PQASSO is a quality assurance system intended for small voluntary and community organisations. We are delighted to announce that we have achieved Level 1 accreditation and this illustrates our commitment to improving our service delivery and investment in staff.

Excursion Club

We have run three batches of excursion club trips (Summer 2010, Winter 2010 and Spring 2011). Funding to subsidise these trips came from a grant application to St John Southworth Fund and enabled us to offer the trips at an affordable flat fare, arrange collection and drop off at individual homes and provide an escort to assist the clientele. Feedback has generally been positive and this is something that CTWF would like to continue in the future but it is unfortunately dependent on funding.

Volunteer Opportunities

Office Administration

Description: To provide administrative support, including data entry and other clerical duties.

Responsibilities:

- Collect and report data on Community Transport Waltham Forest activities via a variety of methods, including CATSS scheduling system, surveys, feedback and monitoring forms
- Help with organisational activities such as mail outs and making copies of training and outreach materials
- Respond to telephone and written enquiries
- Distribution of information on organisations programmes and activities.
- Assist with taking and scheduling transport and training bookings
- Distribute materials about Community Transport Waltham Forest to appropriate community partners including providers, churches, and social service agencies
- Help develop media/marketing materials such as press releases, annual reports and leaflets
- Provide other marketing support as needed including updating and maintaining CTWF website.

Desired Qualifications:

- Good written and oral communication skills
- Ability to get along with others
- Good planning and organizational skills
- Active involvement in community groups, associations, and events
- Marketing, sales, advertising or public relations background
- Reliable transportation, valid driver's license, and clean driving record
- Proficient with the computer and the Internet
- Access to the Internet and email

Trustee

The management committee is legally responsible for everything the organisation does and how it does it. As the decision making body for our organisation our Trustees have a challenging role guiding the organisation forward.

Trustee Responsibilities

Legal: To ensure that CTWF complies with its governing document, charity law, company law and any other relevant legislation or regulations, e.g. Health and Safety, Transport Act, Disability Discrimination Act etc.

Financial: To see that any money or assets are held in trust for the beneficiaries of the Charity and that all financial matters are properly and effectively managed and to monitor financial performance on a regular basis.

Have a responsibility to funders to ensure that, where applicable, contracts are fulfilled, service requirements are met and reports and accounts are maintained.

Governance: To contribute actively to the Management Committee role giving firm strategic direction to the organisation, making sure the charity values are reflected in all its activities. Setting overall objectives, for CTWF and evaluating activities of CTWF.
Representing CTWF to its membership and public.

General Duties

- To contribute personally specific skills and knowledge for the benefit of CTWF.
- Attend 8-10 management committee meetings per annum, plus any other meetings as necessary.
- Read meeting papers prior to meeting.
- Contribute during the meetings where and whenever appropriate.
- Understand Chairpersons job description, role and responsibilities. To assist him/her to achieve CTWF overall objectives.
- Participation in any sub committees or working parties as appropriate.
- Ensure that the management committee requests, receives and when appropriate acts upon external advice, periodically assessing and monitoring the quality of advice.

Trustee Desired skills:

We are particularly keen to find Management Committee members in the following areas:

- HR
- ICT
- Business
- Finance
- Marketing

Policies and Procedures

All volunteers working for Community transport are expected to comply with the policies and procedures of Community Transport Waltham Forest. As part of the induction to the organisation volunteers will be expected to make themselves familiar with the following policies and procedures.

Key policies

- Safeguarding Children, Young People and Vulnerable Adults
- Environment & Environment Policy Action Plan
- Equal Opportunities Policy
- Quality Assurance Policy
- Confidentiality Policy
- Data Protection Policy
- Hospitality and Gifts Policy
- Complaints Policy
- Volunteer agreement
- Volunteer Expenses Policy

Volunteer Agreement

Volunteers are an important and valued part of Community Transport Waltham Forest. We hope that you enjoy volunteering with us and feel part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

We, Community Transport Waltham Forest, will do our best:

- To introduce you to how the organisation works and your role within it and to provide any training that you will need.
- To provide regular meetings with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us. Your supervisor's name is Helen Tredoux.
- To respect your skills, dignity and individual wishes and to do our best to meet them.
- To reimburse your travel and meal costs up to our current maximum
- To consult with you and keep you informed of possible changes
- To insure you against injury you suffer or cause due to negligence
- To provide a safe workplace
- To apply our equal opportunities policy
- To apply our complaints procedure if there is a problem

I, (name of volunteer), agree to do my best:

- To work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected.
- To follow Community Transport Waltham Forest's rules and procedures, including health and safety, equal opportunities and confidentiality.

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

Community Transport Waltham Forest

Volunteers Expenses Policy

Community Transport Waltham Forest aims to reimburse volunteers' reasonable out-of-pocket expenses in the course of their roles and duties as volunteers with CTWF.

CTWF will aim to ensure that volunteers are reimbursed out-of-pocket expenses in the most appropriate way to take into account the needs of each individual volunteer. All volunteers are strongly encouraged to claim their expenses. Volunteers who do not wish to have their expenses reimbursed will be asked to claim their expenses and donate them to CTWF.

All expenses will only be reimbursed on production of receipts. Advance funding of expenses may be agreed only in those circumstances where a volunteer would not be able to fund the cost in advance.

Out-of-pocket expenses will not be reimbursed if the volunteer's expenses are being met through another source.

All out-of-pocket expenses need to be agreed in advance with the volunteer's supervisor or named contact. This includes negotiation of volunteering hours and the costs expected to be incurred as a result. CTWF can help volunteers to do this if needed.

Expenses that can be reimbursed

Travel: From the volunteer's home to CTWF or place of volunteering on behalf of CTWF.

- The cost of a return journey or one-day bus pass, travel card or Oyster Card on public transport as appropriate
- Mileage rate as agreed in the Local Authority NJC Casual Car Users guidelines (currently 40p per mile)
- Volunteers with mobility difficulties using public transport will be encouraged to apply for a Taxi card. CTWF can help you to fill in the form if needed. CTWF will then reimburse taxi fares.

Drinks: CTWF provides free tea, coffee and water for all visitors, volunteers and staff.

Lunch: Cost of a sandwich lunch or equivalent if a volunteer is volunteering for more than 4 hours up to a maximum daily amount (Currently £4.50).

Telephone: The cost of making any telephone calls from home or from a mobile phone on behalf of CTWF. Copies of the phone statement details of the calls or a telephone log to be kept. Calls will be reimbursed at the current rates.

CTWF will also reimburse any other reasonable costs that a volunteer may outlay on behalf of CTWF during their volunteering, subject to prior agreement.

For all the above, the volunteer must get agreement from their supervisor or named contact before claiming.

Trustees

All the above relate to out-of-pocket expenses for Management Committee members to attend meetings on behalf of CTWF. This includes committee meetings, sub committee meetings, conferences, seminars and training. Out-of-pocket expenses other than travel should be agreed in advance with the Director.

Procedure for claiming expenses

1. A petty cash voucher system is kept at CTWF for reimbursing volunteer expenses. Volunteers should provide receipts up to £30 to the authorised petty cash administrator (or the Director) and will need to sign a voucher to confirm receipt of expenses. Mileage claims need to be completed on the mileage claim form
2. All expenses forms with attached receipts must be signed by the volunteer and their supervisor or named contact. A cheque will be raised and provided within two weeks of submission of expense form by the volunteer.
3. If an advance payment has been agreed, receipts must be kept and submitted along with any change.
4. All expense claims must be submitted within 6 weeks of expenditure, and during the financial year to which they relate.

Adopted by Community Transport Management Committee

Date: _____

