



*"Working together to change lives
and transform our community!"*

Volunteer Handbook

www.bonnydowns.org

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Welcome



Welcome to Bonny Downs Community Association! Thank you for giving your time to help us serve our local community.

I hope that you find your volunteering experience with us rewarding and positive. This handbook is designed to give you a clear picture of what BDCA do, as well as share general guidelines about volunteering here. If you have any questions please feel free to contact our Volunteer Coordinator (volunteer@bonnydowns.org).

Volunteers are the lifeblood of BDCA. Last year, we had 172 volunteers supporting our local community through the variety of services we offer. We believe it is important to invest in our volunteering programme. This year, we secured funding for a dedicated Volunteering Coordinator so that we can look after our volunteers as best as possible.

All of our volunteers are amazing people who give their time to serve others. Whether you want to contribute to the life of your community, or to further your skills and experiences, to meet new people or have a particular skill or passion to share, I am pleased that you have chosen BDCA. I hope you will feel part of the Bonny Downs story and discover your place in it.

A handwritten signature in grey ink, appearing to read 'P. Laing', written in a cursive style.

Peter Laing
Chief Executive

About BDCA

The Journey So Far...

In 1998, volunteers from Bonny Downs Baptist Church launched a community development charity to better support their neighbours in need. The first project was to renovate a nearby derelict community centre, which had stood empty for several years.

The vision was to create a building that would benefit local people from all walks of life and become a hub for local community projects. The team began fundraising, liaising with the council, recruiting other residents and getting their hands dirty demolishing the old building. After many years of hard work, we re-opened the centre, now called The Well, in 2001.

In 2002, BDCA began working in partnership with Newham Council to transform a disused and neglected 9-acre space, Flanders Playing Field, into a high quality sports venue complete with a purpose-built indoor facility. We named this The Bobby Moore Sports Pavilion and opened in 2009.

BDCA secured further funding to create a new eco-friendly community food growing garden in 2013. We are proud of what our community has achieved together.

Our Ethos

MOTTO

**Working together to change
lives and transform our
community**

VISION

**A thriving community where
everyone feels connected,
valued and fulfilled**

MISSION

**Working to break down
barriers, bring people together
and build people up**

VALUES

**Inclusion
Celebration
Empowerment**

INCLUDING:

Everyone is a valuable member of our community and we are shaped to care for and support each other, celebrating diversity, challenging prejudice, breaking down barriers, building bridges and widening horizons.

CELEBRATING:

We affirm the goodness and beauty we see in individuals and creation.

We encourage an attitude of thankfulness and celebration – even in the midst of life's disappointments and challenges.

We view the glass as half full, not half empty and the world as a place of possibility.

Every cloud has a silver lining and we seek to make and recall good memories together.

EMPOWERING:

Our role is to work WITH others, encouraging everyone to be the best they can be in body, mind and spirit, developing their own unique gifts and seizing opportunities.

We don't do things for people that they can do for themselves or impose our views or agendas on others.

We support people to overcome barriers which prevent them from fulfilling their immense potential towards greater resilience both individually and collectively.

Our Strategic Objectives

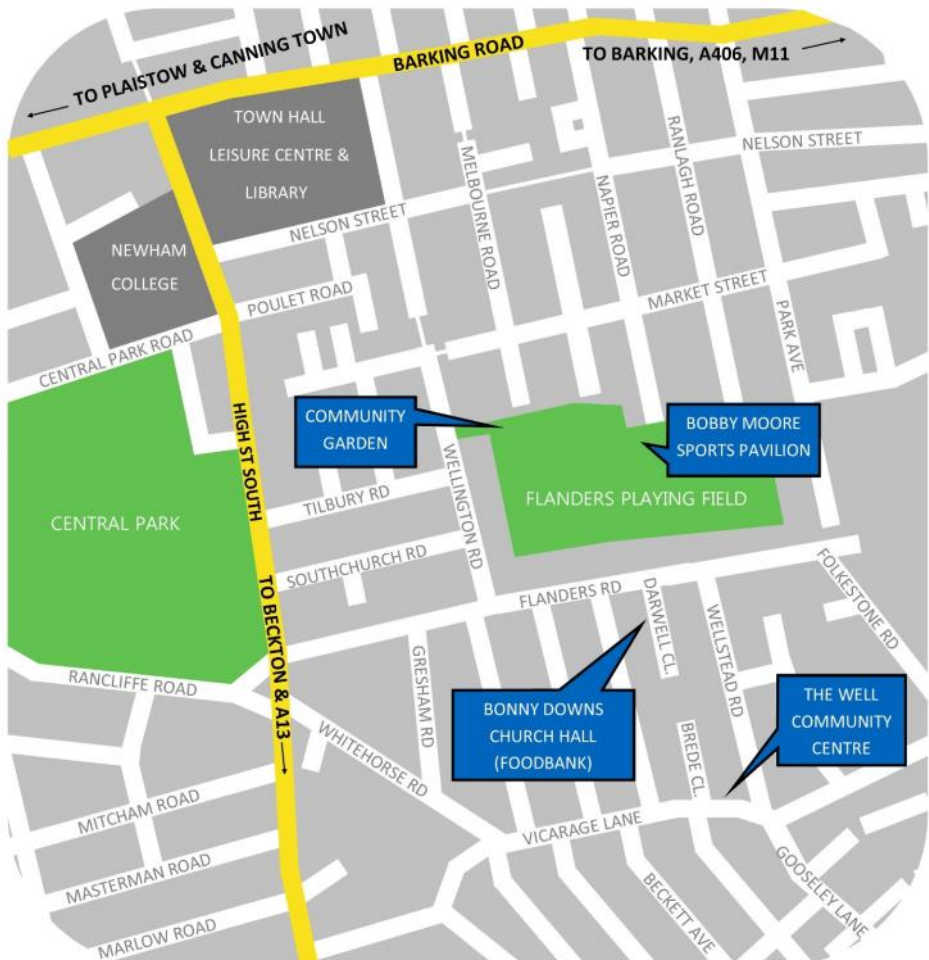
In order to work towards our vision and mission, the following strategic objectives will underpin our work over the next 3 – 5 years:

1. To help people to connect so that we reduce isolation and have a more integrated community.
2. To support people to be physically active, so that we have a healthier community.
3. To help people to take time to reflect in our busy society, so that we can improve our mental health and wellbeing.
4. To provide opportunities to keep on learning so that we have a knowledgeable and skilled community.
5. To provide people with opportunities to give of their time and or money so that we can inspire local action and increase capacity to effect positive change.
6. To help more people to celebrate so that we encourage an attitude of thankfulness and celebration – even in the midst of life's disappointments and challenges.
7. To provide support for people in times of difficulty so that we are able to develop a more resilient community.

Our Venues

BDCA manages the following local venues in East Ham:

- ◆ Flanders Playing Field (entrance on Napier Road), London E6 2SG
- ◆ Bobby Moore Sports Pavilion, 118 Napier Road, London E6 2SG
- ◆ Grow Together Be Together Garden, Wellington Road, London E6 6EB
- ◆ The Well Community Centre, 49 Vicarage Lane, London E6 6DQ
- ◆ Foodbank, Bonny Downs Church Hall, 18 Darwell Close, London E6 6BT



Access to BDCA

Our venues are all wheelchair accessible. BDCA aims to enable everyone to volunteer and has equipment to facilitate their involvement.

If you have any queries please talk to the Volunteer Coordinator about your individual needs.

Travel Arrangements

Bus: Bus 300 stops outside our office. Buses 474, 101, 104, 115 serve stops on High Street North which is 5 minutes' walk from our office.

Train: We are 20 minutes' walk from East Ham underground station. From there you can catch one of the above buses

Car: There are limited pay and display meters and disabled parking spaces at the Well Community Centre. We encourage walking or public transport if possible.



Meet the Team

Some staff members you may want to contact include:

- ◆ Peter Laing (Chief Executive Officer): peter.laing@bonnydowns.org
- ◆ Chelle Coulton (Chief Operations Officer) chelle.coulton@bonnydowns.org
- ◆ Tracey Pease (Finance Manager): tracey.pease@bonnydowns.org
- ◆ Jessica Craig (Fundraising & Marketing Coordinator): jessica.craig@bonnydowns.org
- ◆ Angie Allgood (Senior Manager): angie.allgood@bonnydowns.org
- ◆ Deepa Selvaraj (Finance & Admin Assistant) deepa.selvaraj@bonnydowns.org
- ◆ Sulthana Begum (Volunteer Coordinator) sulthana.begum@bonnydowns.org

Project Coordinators for each of our departments can also be contacted at:

- ◆ After School Club: 07542 125 476 afterschoolclub@bonnydowns.org
- ◆ Children & Families: 07423 143 451 families@bonnydowns.org
- ◆ Elders: 07449 105 436 elders@bonnydowns.org
- ◆ Food: 07851 006 472 food@bonnydowns.org
- ◆ Growing Strong (for children in need): growingstrong@bonnydowns.org
- ◆ Poverty Response: 07951 688 883 support@bonnydowns.org
- ◆ Sports: 07450 805 962 sports@bonnydowns.org
- ◆ Volunteer: 0208 586 7070 ext 206 volunteer@bonnydowns.org
- ◆ Youth: 07447 268 789 youth@bonnydowns.org

For all other queries, you can also call our main telephone number on 0208 586 7070



Safeguarding Contacts

If you have a concern, however small, about the safety or welfare of someone who attends BDCA's activities, services or venues, talk to one of our



Sarah Laing
Designated Safeguarding Officer
For Children Under 18 Years
07423 143 451
sarah.laing@bonnydowns.org



Stacey Cordery
Deputy Safeguarding Officer
For Children Under 18 Years
07423 143 451
stacey.cordery@bonnydowns.org



Raphaella Hamilton
Designated Safeguarding Officer
For Adults Over 18 Years
07449 105 436
raphaella.hamilton@bonnydowns.org



Tonte Lawson
Deputy Safeguarding Officer
For Adults Over 18 Years
07450 805 962
tonte.lawson@bonnydowns.org

If you are worried about someone who isn't connected to BDCA you can get advice or report a safeguarding concern by calling:

◆ LB Newham Children and Young People's Service:
020 3373 4600

◆ LB Newham Adult Social Care Safeguarding Concern Line:
020 3373 0440

In an emergency, or if someone is in immediate danger, call 999

You can view our Safeguarding Policies at www.bonnydowns.org/resources

BDCA Policies

To function effectively, BDCA have a number of policies and procedures, which all staff and volunteers are expected to follow.

We have policies on: Confidentiality, Equality, Diversity & Inclusion, Health & Safety, Data Protection, Safeguarding, Media and External Communications, Complaints, Volunteering and more. All our policies are available on request, and online (www.bonnydowns.org/resources) but your Supervisor will decide which ones are important to share with you straight away.

Below is an outline of some of the key policies.

Safeguarding

If your role requires that you work with children and/or adults at risk, we have to undertake a DBS check on you. We will explain the procedure to you and we will cover the costs. It is important that you read and understand our Safeguarding Policies.

Health & Safety

Our Health and Safety Policy applies to our volunteers as well as our paid staff. It is the responsibility of all employees and volunteers to act in a safe and responsible manner and not to put themselves or others at risk.

Volunteers will be provided with appropriate Health and Safety training where needed.

If you are visiting a home as part of your volunteering, you must comply with all safeguarding measures as stated in our Home Visits Policy and in our Safeguarding Policies.

Equality, Diversity & Inclusion

BDCA is an equal opportunities organisation and include volunteers in our Equality, Diversity and Inclusion Policy.

We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us,

Data Protection

Please ensure that we have up-to-date information for you, including emergency contact details and any medical conditions.

We may use this information for monitoring and evaluating purposes. If you do not wish us to use your photographs, or other personal information, please let us know.

All your details are kept securely – either in a locked filing cabinet or in secure electronic format. If you want to look at any of your data please ask your Supervisor or the Volunteer Coordinator

Photos, Social Media & External Communication

To protect the privacy of our service users, please do not use personal phones or cameras to take photographs of our activities or other users. Please do not post anything on social media without permission. See our Media & External Communications policy for further information.

Key Information

Breaks & Refreshments

You can help yourself to tea, coffee and water during your volunteering time.

Volunteers are entitled to a lunch break when working for more than 4 hours over the lunch period. You are welcome to eat at the Well Café. There are also many shops and cafes within 5 minutes' walk of all of our venues.

The offices are a 'no smoking' zone. You can smoke outside the buildings. See our Smoking and Vaping policy for further information.

Expenses

We will cover reasonable travel expenses that you require to volunteer. This is on the production of a receipt together with a payment request form.

Some of our projects have free meals, which will be offered to you. If you are volunteering for more than 4 hours over our lunch period, we can provide you with a voucher for lunch in the Well Café.

We do not want you to be out of pocket as a result of your volunteering so please keep all your receipts and remember to claim what is due to you.

First Aid

There are posters with the names of our First Aiders at all premises. Please contact them if you need assistance or before taking anything from the First Aid box. Your Supervisor will inform you where the First Aid box and Accident Report forms are kept.

Noticeboard & Information

There is a notice board in the hallway of The Well Community Centre with information for volunteers. Our website is also updated regularly and you can check our Facebook and Twitter.

Meetings & Events

BDCA loves gathering people together, and you are an important part of our team. You are welcome to attend our team meetings and events, the details of which you can find out from your Supervisor. If you cannot attend but would like to bring something to the attention of the meeting, please inform your Supervisor.

Some projects also have Steering Group meetings which you can join.

Dress Code

BDCA staff dress relatively informally in the office, but look smarter when they have important meetings. You can wear what you feel comfortable in as long as it is suitable for community context. If you are volunteering in the garden, you will need suitable footwear.

Personal Belongings

We are unable to accept responsibility for any personal belongings brought onto our premises. We strongly recommend that you do not bring any items of value with you whilst undertaking your role. Please ask your Supervisor where personal items can be stored whilst you are volunteering.

Trial Period

We hope you enjoy volunteering with us. However in case there are any initial worries, we treat the first 3 weeks you spend with us as a trial period. After this period we will have a chat and if you want to stop volunteering with us, or change roles, that's ok!

If you want to clear up some concerns or maybe change some of the tasks you're doing, we can also discuss this.

Ongoing Support and Training

We will help you to complete the tasks you have agreed to perform. This may involve initial training, which we would identify during selection or induction.

You will be given the name of the staff member who will be your Supervisor and will offer day-to-day support for your tasks.

You will not be asked to do the work of any staff member whose post has been made redundant. If you are not happy with anything you are doing or being asked to do, please speak to the Volunteer Coordinator as soon as possible.

The Volunteer Coordinator will also check in with you on a regular basis, at least every three months. At this time we will look at what you have been doing recently, any training or support you may need and to see if there are any other areas of BDCA's work you might want to become involved in.

Time Commitment

On your first day at BDCA we will discuss your arrangements with us, and agree on your times and tasks. We are happy to make an arrangement that allows you more freedom about the hours you come to BDCA. Please talk to the Volunteer Coordinator about this.

Reporting Absence or Sickness

We value your time and rely on you to turn up when you say you will. If you are unable to attend on any of times agreed, please let your Supervisor know as soon as possible, so that suitable cover can be arranged.

Telephone & Photocopier

You can use our telephone and photocopier in the course of your volunteering role. Ask a member of staff about how to do this.

Insurance

Volunteers, like paid staff, are covered by BDCA's insurance while on our premises and supporting our activities offsite. Volunteers must carry out their tasks in a way which corresponds to the aims and values of BDCA.

Dealing with Problems

We want you to be happy while you are volunteering with us. Volunteers are not expected to carry out tasks which are unrelated to their roles within BDCA or beyond their skill level. BDCA will endeavor to respect the boundaries you place in your volunteering. We also expect you to follow our Code of Conduct, available to read at www.bonnydowns.org/resources

If you have any problems or concerns, please talk to your Supervisor or the Volunteer Coordinator as soon as possible, and we will try to sort them out promptly. A Complaints Procedure is available on the web link above.

If we think there is a problem with your work for BDCA then we will also try to talk to you as soon as possible. For further details, please look at our Complaints Policy.

Criminal Convictions

Volunteer candidates will only be asked to disclose convictions, which are unspent under the Rehabilitation of Offenders Act 1974.

We consider applications for employment and promotion opportunities from volunteer candidates who have a criminal conviction. Opportunities can be offered as long as they are in line with our safeguarding policies. Please see our Recruitment of Ex-Offenders Policy.

Receiving Benefits?

As long as you only receive out-of-pocket expenses there should not be a problem with volunteering while on benefits.

We are sometimes able to offer job centre volunteer placements for jobseekers on JSA.

Gifts & Donations

You must not accept personal gifts or bequests from service users or their relatives or friends.

If they insist on making a gift, tell them it can only be accepted as a direct donation to BDCA and not to any individual.

If you are unsure about anything, speak to your Supervisor or the Volunteer Coordinator.

Moving On

Leaving BDCA

When you decide to stop volunteering, whatever the reason, we hope you complete an Exit Form so we get feedback about your experience, and any suggestions you may have for improving our volunteering programme.

We also hope you give us 2 weeks' notice to prepare for your exit.

References

Once you have volunteered with BDCA for three months, we will provide a reference if you need one for paid work, study or another voluntary position.

Support with Job Search

You can use the public computers in the Café Lobby to carry out job search or work on your CV etc. The Volunteer Coordinator is here to support you as well.

Paid Positions within BDCA

You are welcome to apply for paid positions within BDCA while you are volunteering with us. You will be expected to go through the same selection procedure as other applicants.

Volunteer Agreement

Volunteers are an important and appreciated part of Bonny Downs Community Association. We hope that you enjoy volunteering with us and contribute fully to our organisation. This agreement is not a contract but highlights what we hope to expect from each other.

BDCA will ensure volunteers:

- ◆ Understand how BDCA works and your role within it
- ◆ Receive the necessary information, training and help to fulfil your role
- ◆ Know who to turn to with questions or problems
- ◆ Can refuse requests that you consider to be unreasonable
- ◆ Are included at relevant meetings and social functions
- ◆ Feel valued and recognised by BDCA
- ◆ Receive regular support, constructive feedback and opportunities for development
- ◆ Are consulted on matters directly or indirectly affecting your voluntary work
- ◆ Know BDCA's arrangements for insurance, taking references and reimbursing expenses
- ◆ Are trusted with confidential information if necessary for your voluntary work
- ◆ Have a safe place for you to volunteer in line with our Health and Safety policy
- ◆ Can share comments and suggestions regarding how BDCA might improve

BDCA asks volunteers to:

- ◆ Perform your volunteer role to the best of your ability
- ◆ Be honest, reliable and punctual
- ◆ Notify BDCA if you are unable to volunteer or will be delayed
- ◆ Uphold BDCA's values and comply with organisational policies and procedures
- ◆ Respect the rights of staff and other volunteers
- ◆ Attend relevant training sessions
- ◆ Give two weeks' notice if you intend to stop volunteering with BDCA, where possible
- ◆ Contact your Supervisor or the Volunteer Co-ordinator to discuss any issues

First Day Checklist

You can use this checklist on your first day to make sure you have everything covered:

✓	<i>Things To Check</i>
	Introduction to relevant team members
	Tour of the facilities
	Safety / Fire instructions
	Where to find things e.g. First Aid box, equipment, registers etc
	Incident reporting procedure
	Explanation of role, break times, boundaries etc
	Who to contact about absence or delay
	Shadow experienced volunteer or staff
	Agree days and hours of volunteering

If you have any queries, please do not hesitate to get in touch with the Volunteer Coordinator:

Sulthana Begum
020 8586 7070 ext 206
sulthana.begum@bonnydowns.org

Once again, welcome to Bonny Downs Community Association and thank you for choosing us!

Spread the Word!

If you know anyone – friends, family, colleagues – who may be interested in volunteering with us, we'd love to hear from them!

Please ask them to call 0208 586 7070 ext 206 or email volunteer@bonnydowns.org

*“How wonderful it is that nobody
need wait a single moment before
starting to improve the world.”*

- Anne Frank



www.bonnydowns.org

BDCA Volunteer Handbook | Last updated September 2019