

## Welcome to the Alternatives to Violence Project (AVP), Britain:

AVP Facilitators play a vital role in carrying out the facilitation of our core activity; AVP workshops. AVP Britain wish to welcome and thank you for volunteering with us and we hope that your experience of volunteering with us is enjoyable and rewarding.

These guidance notes will help you to work successfully in your role as an AVP facilitator. However., we are conscious that no handbook can be comprehensive and that you will learn a lot from other AVP facilitators. Please contact your regional coordinator if you have suggestion of ways in which this handbook can be improved and updated.

### Facilitator Code of Conduct:

We hope that these guidance notes will help you to work successfully and feel comfortable in your role as an AVP facilitator. Preparation and planning is crucial to the success of delivering workshops. Once you start to deliver a number workshops, you will develop a way of working that suits you. Remember that we always work in teams and that your co-facilitators are there to support and guide you.

This section of your handbook will detail what is expected of you as an AVP facilitator.

#### 1. Personal Conduct

All AVP facilitators should model the values and methods of AVP through demonstrating the basic values of integrity, responsibility and respect. When facilitating you should always consider the following:

- Honour your commitment to facilitate workshops. Please give at least two weeks notice if you are unable to facilitate (unless there are exceptional circumstances) so that other arrangements can be made.
- Participants place their trust in facilitators and may perceive you as an authority. Be sensitive to your role and its boundaries.
- Be aware of any signs of emotional or physical distress and recognise your own limitations in responding to difficult situations. You should not personally recommend any services or other agencies to individual participants. Your regional coordinator will provide an approved list of organisations that participants can go to for further support.
- Dress appropriately.

#### 2. Before the Workshop

**Team Building:** It is important that you set aside enough time for team build and to plan before the workshop. A minimum of two to three hours is recommended for team preparation.

**Kit Box:** Your regional coordinator is responsible for preparing your workshop kit box. In your team preparations make sure that the kit box includes all the resources that you require for the activities you have planned. At the end of the workshop ensure that you mark what has been used up so that the kit can be easily replenished.

**The Venue:** In your preparations find out about the venue. Make sure that you know where the fire escapes are, the fire procedures, where all the facilities are and if there are any instructions around the security of the building. During your workshop 'Opening Talk' ensure that participants are informed of where all the facilities are and what to do in the event of a fire.

Please take care when moving furniture and workshop equipment. Do not put yourself at risk by attempting to lift heavy loads which could be divided into smaller quantities and always seek the assistance of other people to help you move large quantities or to lift heavy and awkward loads. If you feel any strain, stop immediately to prevent serious injury.

**Participants:** Before the workshop, find out if there any participants with special needs and any special requirements you and your team need to be aware of.

### 3. During the Workshop

**Welcoming Participants:** When participants arrive it is important that someone is there to greet them, show them where the facilities are and put them at their ease. Please remember that for some participants, attending an AVP workshop can be a big challenge. They may not have done any group work before or know what to expect, they may be attending as a way to resolve a big issue in their lives or they may not be comfortable meeting new people.

The workshop should start from the minute the participants enter the room, your team should communicate with them, make them feel welcome and answer any questions they might have. It is therefore preferable that you and your team finish your teambuilding and planning before the participants arrive and be ready to interact with the group and introduce yourselves. It is off putting for participants to see facilitators preparing before the session or sitting in a group – we need to start building our AVP community from the start!

**Workshop Ground Rules:** Establishing a set of ground rules at the start of every workshop is an important part of the process of building a supportive and safe environment in which all participants feel able to contribute openly to discussions and participate fully. The participants should be encouraged to come up with their own set of ground rules that they feel will help facilitate a productive group workshop. It is important that everyone has an input into the guidelines and that they all agree to them. Above all, an AVP workshop should be grounded in respect both for ourselves and others. A copy of the ground rules should be written up and displayed for the duration of the workshop.

**Physical Contact:** When planning the workshop agenda, carefully consider the level of body contact appropriate for the specific group and the stage in the workshop. What will be uncomfortable at the beginning of the workshop could be acceptable by the end. When selecting energisers and trust exercises, the lead facilitator is responsible for safety precautions and for judging whether an exercise is appropriate for the group. For all the exercises remember that participants have the right to pass. The communal group context is an ideal place for individuals to experience appropriate physical contact. However, the following precautions should always be taken to ensure safety and well being of all workshop participants:

- Non-intrusive gestures to comfort a participant who is experiencing distress, frustration, upset or anxiety.
- Non-intrusive touch, eg congratulating a participant by shaking hands. Facilitators should remember the importance of accompanying such touch with positive and encouraging words.
- Always seek a participants' permission to touch.
- Avoid touching a participant anywhere other than the hand, arm, shoulder, or upper back.
- Avoid being with a participant in a one-on-one, out of sight situation and never touch a participant in such a situation.
- Respecting and responding to signs that a participant is uncomfortable with touch.
- Using verbal directions rather than touching, eg asking a participant to turn this way, rather than physically placing the participant in the required position. Use this approach for demonstrations where touch is essential for safety reasons.

#### 4. Workshop Content

All our workshops focus on and explore the central AVP building blocks - communication, cooperation, trust, affirmation and conflict management - and consist of content outlined in the AVP manuals. The following section outlines the specifications that should be followed in setting out workshop agendas:

##### a. Level One Workshop Specification:

In addition to the general guidance given in the AVP Manuals, the following points should be borne in mind by anyone preparing to lead a Level One workshop.

Length: At least 16 hours are required for satisfactory delivery of the core 'curriculum'.

Number Of Participants: Twelve - sixteen is ideal. With more than 16 it becomes difficult to ensure everyone is participating. With fewer than 12 some exercises become more difficult or less productive. However, the facilities, size and shape of room etc. should be taken into account.

Agenda: This must be developed to introduce and build on the four themes of AVP:

- Affirmation/Self-Esteem
- Communication Skills
- Building Community and Trust
- Conflict Resolution/Management.

There are many different exercises which we use. However, there are certain topics and exercises which should always be included. In particular, participants must be given the opportunity to practise new or different ways of responding to conflict. If on some occasion this is not possible the team will need to consider whether participants are ready to move on to Level Two. On the other hand, it is not useful to cover some Level Two material during a Level One workshop if the result is that the Level One process is not completed.

#### ESSENTIALS

The philosophy and themes of AVP

Listening skills

Affirmation and Group Building

Exploration of violence and its opposite

Working together co-operatively

“Sharing a conflict I dealt with non-violently”  
(or an alternative wording of this exercise)

Transforming Power

‘You’ messages and ‘I’ messages  
(Blaming and Owning Messages)

Seeing a conflict from another’s  
point of view and exploring other  
outcomes

#### RELEVANT MATERIAL

Opening talk from Manual  
The Building Blocks of AVP

Listening exercise  
Affirmation exercise

Concentric Circles on affirmation topics

Brainstorms  
Tree of Violence

Construction exercise  
Broken squares

Some form of role-play  
Three to One (from ‘Playing with Fire’)  
Hassle lines  
Six-point Problem Solving

The processing at the end of an exercise with the whole group is an important stage in linking the exercise to the basis of AVP and/or to Transforming Power.

In addition, it is expected that each session will begin with a gathering, to encourage participants to leave their concerns outside as far as possible and to be fully present to participate in the activities. Similarly a closing aims to draw the activities to an end so that normal life can begin again. It is part of the AVP recipe that Light and Livelies are used for changing energy levels, creating a more relaxed and friendly atmosphere and for reducing the risk of certain exercises making the atmosphere too heavy.

**Evaluation/Feedback from Participants:** It is important to take notice of comments made in the evaluation, and to adjust the content of the workshop when it is appropriate to do so. It gives added credibility when facilitators are seen to respond in this way. If we are unable to do so it is important to explain why not.

**De-briefing Sessions:** Facilitators should have a de-brief after every session, i.e. at break times and meal times, just to check how everything is going and how each one is feeling. This is the time to give each other feedback, remembering the positive, negative, positive formula. It may be the time to make an adjustment to the agenda. Obviously we all want a break and to talk to participants, but we should not omit this form of continuous monitoring.

### b. Level Two Workshop:

In addition to the general guidance given in the AVP Manuals, the following points should be borne in mind by anyone preparing to lead a Level Two workshop.

Ensure that sufficient time has been allocated for team-building, especially if there are several apprentices, and/or if the team members have not worked together before.

Find out if any of the participants have done a Level Two before and if the workshop been advertised to address a pre-determined 'Focus Topic' or if the initial focus of the workshop will be on 'Consensus' and then move on to a topic chosen by the participants. If the latter, consider how confident does the team feel that it can address any focus topic. You might want to consider restrict the choice to a 'shopping list' of topics.

Ensure that sufficient time is allowed at the end of the workshop for a full team 'debriefing'. Remember that this session needs to deal not only with personal feedback and mentoring for the team and with sharing contributions for the workshop report but also with responding to any interest shown by participants in moving forward to T for F.

In preparing for the workshop make sure that a set of 'Procedure for becoming an AVP facilitator' are available in the workshop kit. Attention should be drawn to this procedure (either in the opening talk or in the final session) and sets of papers should be offered during the 'Where do we go from here?' spot. Anyone who thinks s/he may be interested in doing a T for F in the future is encouraged to take a set of papers in order to consider what is involved in being a facilitator. That does not constitute a commitment to go ahead but it is an essential step on the way.

The pack contains a 'Self-Assessment Questionnaire' and it should be stressed that after this has been completed feedback must be sought from the team leader or a specified member of the team. This can be by telephone if it is not convenient to arrange a meeting. It should be made clear that National Office cannot accept an application to take part in a T for F workshop without a recommendation from the Lead Facilitator of a workshop the applicant has attended (acting on behalf of the whole team). Most people will have taken part in at least three workshops by this time.

It is advisable to make a note of the names of all who take sets of papers so that before the team disperses it can consider each individual's readiness for T for F and agree what sort of feedback should be given. If there is insufficient time to complete this, please agree how this consultation will take place.)

## Section 2: Facilitating AVP Workshop

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It is not necessary for the Lead Facilitator to undertake all the feedback if there are many participants involved – the job can be shared out as long as the team is agreed on what should be said.

There is a template form that facilitators can use to make recommendations and feedback to Coordinators. Copies of this form will be made available by your Coordinator. When the list of participants is sent in to the National Office it should indicate clearly who can be accepted straight onto a T for F and who are being advised to do another workshop first.

### 5. After the Workshop

#### Monitoring and Evaluation:

At every workshop, you and your team are responsible for ensuring that a register of attendance is recorded and that each participant completes an evaluation form and expression of further interest form.

At the end of the workshop, it is important that you set aside enough time for your team to discuss how the workshop has gone and to give feedback to each other on the workshop delivery. A minimum of one hour is recommended for debriefing. During this session your team should also complete the facilitator report.

All forms should be returned to the regional coordinator within a week of completing the workshop.

#### Relationships with Participants:

All AVP workshops aim to build a sense of community and trust. During the event of a workshop, this can often lead to a close bond developing between participants and facilitators. However, facilitators should not directly ask any participant for contact details or offer their own details. Where an exchange of details is required, always do so through the regional coordinator and regional office.

If you are concerned about a relationship you have or another facilitator holds with a participant you must report this to the lead facilitator and your regional local group coordinator.

### 6. Photography

You should not film or photograph any AVP workshops unless specifically requested by your regional coordinator. If you have been asked to take photographs on behalf of AVP, please ensure that you inform participants that photographs will be taken during the workshop and ensure they consent to both the taking and publication of films or photographs by asking them to complete a consent form. Copies of consent forms will be provided by your regional coordinator.

You should never publish pictures of AVP workshops unless specifically requested by your regional coordinator and without following the guidance laid out in the regional group handbook.

## 7. Confidentiality

### Statement of Confidentiality:

We take our commitment to confidentiality very seriously. Confidentiality is the essential basis of the trust we build through out our work. We observe confidentiality regarding the personal sharing of other participants and facilitators in workshops, but we are free to talk to others about our own sharing and insights, and the general nature and content of the course. Facilitators are obliged to use knowledge of each other responsibly.

### Disclosure of Information:

All information shared in **all workshop** is kept strictly confidential unless a facilitator believes:

- there is a real possibility of anyone being at risk of serious harm.
- if they have any suspicion that any child or vulnerable person is at risk.

In addition, all information shared in **prison workshops** is kept strictly confidential unless a facilitator believes:

- there is a real possibility of escape from a prison
- there is a serious risk of harm to self or others
- It could be detrimental to the security of the establishment and/or any prisoner, staff or volunteer working within the prison.

At the beginning of any workshop it is important to explain our confidentiality policy to participants.

### Reporting Disclosure:

If an individual indicates that he/she is being abused or information is obtained which raises concern of abuse, AVP staff should act immediately. It is not the responsibility of the AVPB representative to decide that abuse is occurring, but it is their responsibility to act on any concerns by reporting any suspicions that they have. All incidence of disclosure that occur during an AVP workshop must be reported to the regional coordinator.

All incidence of disclosure that occur during **partnership workshops** must also be reported to the appropriate member of staff of the partner organisation.

All incidents of disclosure that occur during **prison workshops** must also be reported to the prison officer on duty or to the appropriate member of prison staff and to the Prison Project Coordinator.

Any serious incidents will require that you make a full written report of the incident to be given to the designated persons noted above. Make a note of what was said, using person's own words. Note the date, time, any names that were involved or mentioned and who you gave the information to. Make sure you sign and date your record and send a copy to your regional coordinator.

You should not discuss the disclosure to any one other than the designated persons listed above.

### 8. Complaints and Serious Incidents:

AVPB try to ensure that we always maintain a high standard of service. However, we recognise that sometimes our service falls below what is acceptable, in such cases we would like to hear from you. We will always try to resolve fairly any problems, grievances or difficulties you may have. In the first instance, any concern should be raised with the facilitator or coordinator involved as soon as possible. If you are still not satisfied, or you feel unable to raise the matter during the workshop you may make a formal complaint in accordance with the AVP complaints procedures set out in Section 5.

#### Dealing with Serious Incidents in Prisons:

If an incident occurs which can not be handled within the workshop group (such as a biased remark, missing supplies, etc.) consult your team and follow the AVP process in addressing the concern. There are some incidents of inappropriate behaviour by a prisoner (or another volunteer or a staff member) that must be reported to prison staff, such as threatening language or behaviour, or sexual harassment. Reporting it is protection for you and for the AVP programme, and for the other prisoners in the workshop whose safety could be jeopardised by becoming involved.

#### Responding to Serious Incidents in Prisons:

1. Tell someone immediately; report the incident to the lead or co-facilitator.
2. If the incident cannot be dealt with within the workshop then inform the regional coordinator and the Prison Officer on duty (or AVP link member of the prison staff). If this is uncomfortable for you, ask to speak to a Principal Officer or staff advisor, who will tell you what steps to take and may ask you to complete a Security Information Report (SIR).
3. Any severe incidents, even those resolved well, should also be reported to the Prison Project Coordinator.
4. If a facilitator is responsible for inappropriate behaviour, the incident and any action taken by the group facilitating should be reported to Regional Coordinator following the **AVP Complaints Procedure**.

### 9. Youth Workshops:

When preparing to facilitate a youth workshop you should always familiarise yourself with the **AVP Child Protection policy** and check with your regional coordinator who is responsible for child protection practice at the partner organisation.

When facilitating youth workshops, AVP require young people to be supervised by at least one other responsible adult from the partner organisation (e.g. teacher, youth worker). Before and during the workshop check with your regional coordinator that there will be adequate support in order that is no requirement for unsupervised contact with young people.

### 10. Policies

All facilitators must follow the organisation's code of conduct, procedures and standards as laid out in this section. Full copies of our organisational policies are provided in Section 5, including those relating to health and safety, equal opportunities and child protection.

## Support for Facilitators

If you would like further advice on any aspect of working with AVP, please contact your regional coordinator. The Prison Project Coordinator is also available to provide support and guidance on facilitating prison workshops.

### 1. Training days:

AVP is committed to supporting the development of all volunteer facilitators. After every workshop you facilitate, you will be asked to identify any facilitator training needs in your team evaluation. These responses are collated by the Training Group to identify key areas of training and development. In order to ensure that Training Events are provided that meet your particular needs make sure that you feedback to your regional coordinator.

### 2. AVP Britain database and Website:

As an AVP facilitator you must be registered on the AVP Britain online database for insurance purposes but being registered on the website will also enable you to be part of the AVP Britain community and have the opportunity to participate in forums and discussion groups with other facilitators.

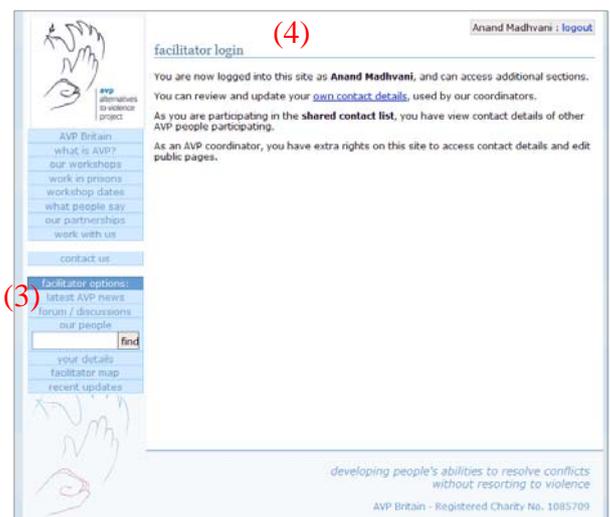
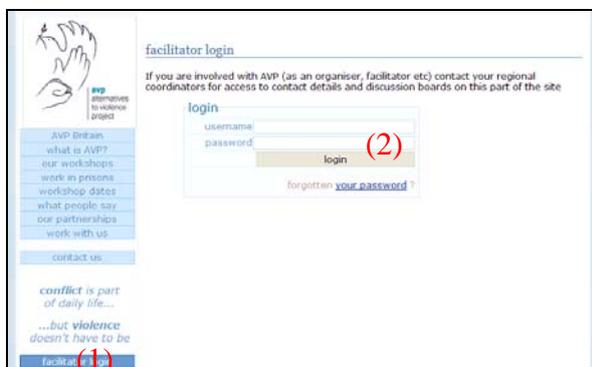
Your Regional Coordinators will register you and update your details on the site.

The AVP Britain website has 2 sections:

- Public pages:** Designed for people looking to find out about AVP and our workshops.
- Internal pages:** Designed for use by AVP Coordinators and Facilitators. There is a database on contact details as well as a forum for discussion and sharing good practice.

In order to register as a facilitator and receive access to the AVP Britain website, you will need to complete a facilitator registration and declaration form. In Section 5 of this handbook and return it to your regional coordinator. This confirms that you are willing to be included on the database and whether you want to receive news and mailings from AVP Britain. Once you have signed and returned this form, your details will be included on the database and shown only to AVP Coordinators so that they can organise workshop teams. However, if you would like to share your details with other AVP facilitators there is an option to do so and you will then be able to see details of other facilitators who have also agreed to share their details – this is a great way to reconnect with some old friends or see how AVP is growing.

**Logging into the intranet:** Once you have been sent your username and password you can log in to the site. Follow the instructions below to log in:



- click on this menu item to login
- enter your personal details
- additional menu options will appear
- logout of the intranet here

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If you have forgotten your password you can use the '[forgotten password](#)' link on the login screen. This will resend the password to your registered email address.

**Your details:** In the 'your details' section you will be able to view a page with your contact details and facilitator history on. It is your responsibility to keep these details up to date so that Coordinators can contact you. You may also like to add something in the 'About you' section that other facilitators will see.

**The forum:** The forum is a new area on the site where you can post responses to discussions or add comments. The forum is divided into sections such as National Organisation, Facilitator Training, Regional Groups. Simply click on a folder heading and add a comment or reply to post something in that section. Other AVP Coordinators and facilitators can then see your comment and reply to it. This part of the website is still in development so more guidance on how to use it effectively will be made available soon.

### 3. Expenses:

All out of pocket expenses for voluntary work carried out on behalf of AVP (with the agreement of the regional coordinator) will be reimbursed, these include:

4. **Travel Allowance:** Travel to and from the place of work. For journeys which cannot reasonably be made by public transport, a mileage allowance of 20p a mile will be paid. When passengers are carried on AVP business, a passenger allowance of 2p per passenger per mile will be paid.
4. **Meal Allowance:** Where voluntary work involves a shift of more than 5 hours over a meal-time, a meal will be provided or cost of lunch reimbursed up to, but not exceeding, the current rate of £5. Where voluntary work involves an evening shift, evening meals will be provided or reimbursed up to, but not exceeding, the current rate of £15.
1. **Accommodation Allowance:** Where voluntary work requires an overnight stay, accommodation will be provided or cost of accommodation reimbursed.

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### 4. Mentoring:

Every AVP facilitator is encouraged to have a mentor for support and guidance. A mentor can be contacted to discuss incidents that arose in a workshop, to ask any questions and as a general point of support within AVP. At your TforF, you should have been asked to consider who you would like to be their mentor and allocated a mentor. The Facilitator Log Book provides further guidance about how to make best use of the mentor relationship. If you would like further advice on this mentoring relationship, please contact your regional coordinator.

### How To Make A Mentor Work for You:

Your first workshops can be stressful, especially when facilitating in a new environment, such as a prison. However, your Regional Coordinator and the experienced facilitators in your workshop team will support you during and after the workshop.

When facilitating a workshop in a new environment, it is advisable for facilitators to contact their mentor or the lead facilitator both prior to and after the workshop to discuss how they are feeling about the workshop. If you have any questions or concerns about any aspect of the workshop make sure you talk it through with your team. You might want to know about the venue, the participants, past successes, for example, don't be afraid to ask questions. This will ease your stress, and enable you to make the most productive use of your time as a facilitator.

One of the roles of the experienced facilitators on the team is to help you to evaluate your own performance, and to decide which areas you'd like to develop and how you might achieve that development. Make sure that you will be able to ask questions and get feedback during and after the workshop. Agree times to do this during the teambuilding session before the workshop.

It might help to structure your learning under various topics and, for each topic, consider:

- What worked for me? What didn't work?
- What will I do differently next time?
- Is there anything I need to learn?
- When can I take a step towards this?

Use your Facilitator Log Book as a learning journal. Make a note of your thoughts and the lessons you've learned. You may find it useful to then go through the lessons you've learned with your mentor after each workshop to discuss your ongoing progress. Re-read your journal before each workshop.

The various topics to consider might be:

The Environment:

- How did the environment affect how you felt and how you acted?

Facilitation:

- What did you learn from observing other facilitators?
- What did you learn from the exercises that you led?
- What new exercises might you try next time, and how will you prepare?

Participation:

- How would you describe the group at different times during the workshop?
- What helped or hindered the sense of community?
- How did you feel about individual participants?
- How did you deal with those feelings?

Teamwork:

- How do you contribute to the team?

### How to Receive and Give Feedback:

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You can learn and become a more effective facilitator by giving and receiving feedback on your performance. Feedback sessions can put you on the spot and feel scary as you get told how you appear from another person's point of view. However, this gives you useful information that you can use to plan your future development and the sharing of personal information helps to build trust between team members.

Bear in mind that there is no right or wrong way of leading exercises or facilitating workshops. Getting good feedback will help you become more aware of your own particular style and then be able to tailor it to suit the needs of the participants and the team. In AVP, we use two main sources of feedback. The first is from the evaluations that we gather from the participants, and the second is from other members of the facilitator team. Giving and receiving feedback within the team is an art. However, there are some guidelines that might help you through the process:

### Timing:

Agree times when the team will get together to give and receive feedback. Some people will want immediate feedback; others might need an hour or two to unwind.

### Receiving Feedback:

Take responsibility for getting the feedback that you need. Be aware of your feelings, and use them to guide you through the process. Good feedback reveals ways for you to develop your skills and move forward. Unskilled feedback will leave you feeling bad with little to build on. Remember that the person giving you feedback does not have all the facts and may arrive at the wrong conclusion. Their criticism can still be helpful. At the very least it can tell you that you were ineffective with that person at that time. Perhaps you can find ways to be more effective next time.

On rare occasions you will encounter hostile feedback. Stay calm and try not to take it personally. Remember that feedback also tells you a lot about the person who delivers it! Hostile feedback will, at least, deepen your knowledge of the mistakes to avoid when you, yourself, are delivering feedback to others. You are free to decide what to do with the information that you are given. Some feedback you will accept, some you will reject, and some you will put on "hold" until another time.

### Giving Feedback:

Ask yourself who will benefit from this feedback. If you are using feedback simply as a way to get something off your chest, then it might be better to deal with your issue in some other way. Speak with awareness of how hard it is to respond constructively to criticism. It is best to start and end with praise. Be specific about the quality or behaviour that you are praising. Encourage others and let them know that their strengths are not being taken for granted.

### When you address things that might be improved:

- Describe specific behaviour in a non-judgemental way. "When you ...".
- Own your feelings. "I felt ...".
- Describe the results. "I saw ...".
- Suggest an improvement. "Perhaps you might ...".
- Allow your feedback to be accepted, refused, or modified. "Have you any thoughts ...".

Stick to the basic problem and keep it simple. Avoid giving complex descriptions of the history of the problem, and don't start to defend yourself against the negative reactions that you are imagining might result from what you have to say.

### 1. Prisoners and Prisons: Classifications

At the end of 2007, the UK prison population was 81,136 and rising. 95% of this population is male, predominantly young and serving relatively short sentences. Over 90% of offenders have either mental health and/or substance abuse problems and literacy and numeracy levels amongst prisoners are often low.

**Adult males:** Offenders are classified according to their sex, age and offence. Generally male offenders over 21 are sent to Local Prisons in the first instance. Those serving short sentences complete them in a Local Prison but those with longer sentences are transferred to a 'training' establishment. These are designated according to the degree of security they provide:

- **Category A** (often known as 'dispersal' prisons) are maximum security establishments for those offenders considered the most dangerous or those most likely to escape.
- **Category B** and **Category C** prisons correspond to intermediate levels of security
- **Category D** are open prisons for offenders who are trusted not to run away and for resettlement.

**Young Offenders:** Male offenders under 21 will be allocated to Young Offender Institutions which may be a separate prison or part of an adult prison. Offenders aged 15-17 (juvenile offenders) are the responsibility of the Youth Justice Board (YJB) and may be held in separate accommodation for juveniles. Alternatively they may be placed by the YJB in LASU (Local Authority Secure Units) or Secure Training Centres.

**Female Offenders:** There are a growing number of women offenders. Women's custody is less rigorously segregated than men's prisons; women's prisons are 'Open' or 'Closed' depending on the degree of risk posed by the women imprisoned. Young Offenders and Juvenile offenders are kept separately from adult offenders. Remanded women are also housed in Women's prisons. Women offenders have particular needs that cause great concern partly due to the impact of their custody on family members.

### 2. Safety and Security in Prisons:

All establishments are unique and individual, not just in terms of their prisoner population and location, but in terms of their culture and history. Security guidelines will therefore change from prison to prison, governor to governor and wing to wing. There are some factors, however, that are common to all prisons and this section aims to give guidance on some of the practicalities.

It is important to remember that prisons are, first and foremost, secure establishments and that no one must act in any way, which could prejudice the safety of those who work and live in prisons, or the security of the establishment. Being aware of security issues and of the procedures involved will enable you to work co-operatively alongside Prison Service colleagues.

#### Preparing to Visit a Prison:

Before your first visit any prison, you will require security clearance. This may take a few days, a few weeks or sometimes even longer. The information usually required is name, date of birth, place of birth, height, and any former names by which you have been known. You will usually require separate clearance forms for each prison, although it may be possible for individuals who will be working in a number of establishments to be checked centrally. Your regional coordinator will advise you on the security clearance procedures.

Each prison has its own rules as well as those common to the whole prison system. Don't be surprised if security rules changes half way through a project. Similarly, if you visit several prisons, do not assume that the rules of the prison with which you are most familiar apply to them all. Again your regional coordinator will be able to give you more information specific to the establishment you will be working in.

#### Visiting the Prison:

Remember these security guidelines on every occasion that you visit; do not become complacent. Treat every visit as if it were your first.

**Always take some identification with you** to show to the staff at the gate – a photographic driving license or a passport is the most usual document. If you are issued with a pass for entry to the prison in which you work, take good care of it.

If you are travelling by car, check on car parking arrangements so that you can be cleared in advance to park in the prison car park if there is one available.

You and your property will be searched before being allowed into the prison. "Rub-down" body searches are commonplace and you may also be required to pass through an x-ray machine, or be checked by drug detecting dogs or equipment.

Take only the minimum of personal possessions into prison with you and have them locked up whilst you are working. Do not take in personal possessions such as address books, envelopes, or anything else with your name and address on.

Avoid taking in cash, valuables, cheque books and credit cards.

Wear appropriate (modest) clothing. Appearance is important within a prison.

Mobile phones and laptop computers are not allowed and must be left at The Gate. The Gate (or 'Reception' in a private prison) will be your first point of contact in the prison. Their primary function is security and this will be reflected by the manner in which they perform duties.

The following items *cannot* be taken in to a prison:

Mobile phones, lap top computers, cameras, recording equipment, radios, walkmans/I-Pods, videos/DVDs, computer discs, any tools, penknives, chewing gum, blue tak, glue, sellotape, anything sharp, umbrellas, syringes, alcohol and illegal drugs, unauthorized medication, food and drink, some high security prisons do not allow wire-bound notebooks.

### 3. Personal Conduct in Prisons:

#### While in Prison Do Not:

- Do not leave personal possessions unattended.
- Do not agree to do anything for a prisoner outside the prison such as make a telephone call, post a letter, make a purchase, or visit another person on their behalf.
- Do not give a prisoner money at any time. Prisoners can earn money by working.
- Do not take anything in or out of the prison without approval, including sweets and treats, as prisoners can be bullied for these or they can be used as currency.
- Do not accept gifts from prisoners. Keep to the rule 'nothing in, nothing out', verbal or otherwise.
- Do not make promises that you may be unable to keep. Always get the approval of staff when scheduling or making plans involving a prisoner.
- Do not become over friendly with individual prisoners. Sometimes a prisoner can become over attached. If this happens, you should discuss this with your facilitation team.
- Do not ask prisoners or the staff about prisoner' offences. However, prisoners may choose to divulge information.
- Do not discuss your personal circumstances or those of staff with prisoners, or give them home addresses of phone numbers.
- Do not be intimidated, especially with a group of prisoners – be clear about why you're there and what your role is.
- Do not criticize staff, officers or prisoners in front of a prisoner. There are procedures for making complaints.
- Do not believe everything a prisoner tells you. You will hear many hard luck stories some, which are true and some, which are not. If you are unsure, check with the Principal Officer on the wing, or your agency.

#### While in Prison Do:

- Do make every effort to build a good relationship with the prison officers and staff. Be sensitive to their responsibilities and the problems they face daily.
- Do sit closest to the door and ask where the panic button is, particularly if you are on your own.
- Do be careful about physical contact. A warm handshake is usually acceptable, appropriate and shows respect. Be very careful about touching.
- Do build your relationship on trust. When a prisoner confides in you, do not discuss the problem with others. The exceptions are: potential suicide, breach of security and threats to good order and discipline (See also 'Disclosure' on page 9)
- Do be a good listener. Sometimes a prisoner simply wishes to have a listening ear.
- Do remember that you come to work alongside other disciplines within the prison. You are part of a larger team

### 4. Personal Safety:

There are many civilian staff and volunteers working inside prisons. For the overwhelming majority of the time you will be in a very safe and controlled environment and incidents are unusual. However, all of those working in prisons must be aware of some of the basic and sensible precautions for their personal safety. Dependant upon the type of prison, the prison may well give training in breakaway techniques and 'jailcraft'. The following is some general advice to all those facilitating in prisons:

- Ensure that you have an induction to the prison.
- Always advise the wing officer of your presence on the wing.
- Never enter a prisoner's cell unless accompanied by a member of staff.
- Ensure that you know how to report worrying incidents or intimidation

### 5. Security Searches:

For those of you who are going in to Prison for the first time, security procedures can be a somewhat intimidating experience. As an AVP facilitator, you should find that you enter as an honorary staff member and be subject to a much less intense search than a friend/family of a prisoner. Officers can be expected to be polite, quick and discreet. If you have arrived by car, the best policy is to leave everything you don't need in the car. If that's not possible, then the entrance gate should have a locker for you to use.

In some prisons, there will be no search at all – you might just be asked if you have any prohibited items (i.e. mobile phone, penknife etc). At the other extreme (entering a highest security prison), you may have to remove your shoes and jacket, watch and pocket contents. These will be placed in a tray and go through an x-ray machine, together with anything you wish to take into the prison. While that happens, you will walk through a metal detector arch (as in an airport), be scanned by a hand-held metal detector and be rubbed down by a prison officer of the same sex as you. You could be asked to open your mouth, lift up both your feet and even have your ears looked into. Finally, you could be asked to stand while a drugs dog walks past you. Every prison has its own rules and procedures and even in the same prison they can change from day to day.

#### **Please Note:**

- Be mindful that prison staff work in a restrictive and stressful environment.
- Remember that releasing staff to escort people around the prison can sometimes cause operational difficulties.
- If in doubt about any situation in relation to security ask advice from a Prison Officer or voluntary sector link person.
- Respect the privacy of prisoners. Be careful who you talk to on the outside about the work you're doing. Never divulge the name of the prisoners you work with.

### 6. Facilitating Workshop in Prisons:

In 2003, a new Prison Service Order (4350 - Effective Regime Interventions) was introduced, which requires all external interventions, like AVP, to be formally approved by the Prison Service before there programmes can be run within any prison establishment. AVP has been approved for work in HMP Brixton and HMP Shepton Mallet under this PSO.

The main purpose of these new requirements is to help the Prison Service to maintain best practice and minimum standards for external organisations carrying out programmes within the prison service. The implication for facilitating AVP is that for **all prison workshops** we must ensure that we keep to the minimum requirements laid out in our PSO4350 business case application, **as failure to do so could see approval revoked.**

The below guidance notes indicates to lead facilitators your new responsibilities under this agreement. Most of the new requirements are a continuation of what AVP has done in the past, but laid out in to a more formalised structure. It is important, however, that you do use and complete all the forms provided and return them to the regional coordinator within a week of carrying out the workshop. If you have any queries about how to use these forms, please contact either your regional coordinator or the PPC for clarification prior to carrying out the workshop.

For every prison workshop you must use and complete the forms outlined in the PSO 4350 agreement. These forms may change with the particular specifications of the PSO application made at the prison you are working, your regional Coordinator will ensure you have the most recent versions. All these forms must be completed in order to meet the requirements of PSO 4350, failure to do so could see the approval revoked and a termination of the programme.

As a guide, there are three types of evaluation for prison workshops:

- a) Participants: These evaluations will be completed during the workshop and must be returned to the Regional Coordinator. In some cases there may be a post workshop evaluation which will be sent out by the Regional Coordinator at a set time after the workshop to assess any long term impact.
- b) Facilitator: As with any workshop, facilitators must allow sufficient time at the end of the workshop to debrief and evaluate. This should be sent to the Regional Coordinator within 1 week of the workshop.
- c) Staff: The staff evaluation is an opportunity to express concerns or raise any areas for improvement and will be distributed by the Regional Coordinator.

There may also be prisoner assessment sheets or participant reports to complete, please check with your Regional Coordinator in advance if there are any particular requirements in the prison you are working in.

Contents

1. Further Reading

2. Policies:

- a. Complaints Policy
- a. Health and Safety Policy
- b. Child Protection and Vulnerable Adults Policy
- c. Disability Statement
- d. Equal Opportunities Policy

3. Forms:

- a. AVP Britain: Expenses Claim Form
- b. Website Registration
- c. AVP Facilitator Volunteer Agreement

1. Further Reading:

General:

Insert any recommendations

Prisons:

*'An Introduction to Working with the Prison Service'*, HMP Prison Service: 2002, Prison Administration Group - (copies available from the PPC on request)

*'The Prison Officer'*, Alison Liebling & David Price: 2007 2<sup>nd</sup> Revised Edition, Willan Publishing

*'What we wish we had been told when first going into prisons'* Gathering of Women Friends Going into Prisons, Prisons Committee, New York Yearly Meeting of Friends April 22-24 1983, Religious Society of Friends (Quakers) - (copies available from the PPC on request)

2. Policies:

- a. Complaints Policy
- b. Health and Safety Policy
- c. Child Protection and Vulnerable Adults Policy
- d. Disability Statement
- e. Equal Opportunities Policy

# AVP Britain Complaints Procedure

## 1. Introduction:

AVP Britain try to ensure that we always maintain a high standard of service. However, we recognise that sometimes our service may fall below what is acceptable in such cases we would like to hear from you.

In the first instance, any concern should be raised with the facilitator or regional coordinator involved as soon as possible. If you are still not satisfied, you may make a formal complaint using the procedure below.

## 1. Principles:

AVP takes all complaints seriously. The Complaints Procedure applies to all participants and volunteers involved in AVPB workshops and/or activities and exists to ensure that problems and complaints are resolved as quickly and as fairly as possible.

Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

At each stage of the procedure the complainant is entitled to be represented/accompanied by any other person of his or her choice.

The Complaints Procedures are confidential, and information will only be shared on a 'need to know' basis.

## 2. The Procedure:

At each stage of the procedure formal records shall be kept, and the result of each stage shall be confirmed in writing.

All meetings held with either party shall have an observer present who will document the proceedings and copies of all notes will be shown to all parties to ensure accuracy.

The stages of the procedure are as follows:

### *Stage One:*

Any formal complaint should first be raised in writing with the Regional AVPB Coordinator who will attempt to settle it. If the grievance is against the Regional Coordinator, the matter should be raised with the Coordinator's line manager, who will be excluded from involvement at any later stages.

The complaint should be clear and specific. If you would prefer to make an oral complaint and for someone else to write it for you, then you may request this. On receipt of your written complaint you will receive a written acknowledgement within 10 days.

The complaint will then be fully investigated by the Regional Coordinator and there shall be an opportunity for both the complainant, and the person with whom the complaint is against to put their case. Within 28 working days of your written complaint you will receive a written response.

### *Stage Two:*

If you are dissatisfied with the written response, the matter may be referred to the Executive Committee (through the Chair). Your appeal should be made in writing and sent to Chair of the Trustees, The Grayston Centre, 28 Charles Square, London, N1 6HT. The letter should clearly state the reason for your dissatisfaction.

The Chair shall appoint an Appeals Panel consisting of not less than two representatives of AVPB. The members of this panel should, if at all possible, have had no direct involvement in the case. One member of the panel shall be elected Chair. The Panel shall ensure a minute-taker is present.

A meeting of the Appeals Panel will be held as soon as possible (but not later than 15 working days from the receipt of the formal notification from the complainant).

You will be informed, in writing, of the outcome of the Appeal within 28 days of receipt of your appeal letter. If your appeal has been upheld, you will receive a letter of apology. All reasonable steps will also be taken to amend the service to prevent any similar occurrence in the future.

AVP will not normally reimburse you for expenses incurred as a result of lodging a complaint, with the exception of travel expenses if you are specifically requested to attend a meeting.

The decision of the Appeals Panel will be final.

If during an investigation a member of staff is found to have committed malpractice, disciplinary action should be followed as outlined in the **Disciplinary Procedures**.

### 3. Information:

This document shall be circulated to all clients, volunteers, employees. The executive committee shall review the content and effectiveness of the policy annually, and at other times as may be necessary. The Chair of the trustees is responsible for ensuring the policy's full implementation. This policy statement was approved by the trustees on [Insert date].

#### **Note:**

AVPB shall inform insurers if at any stage legal action is contemplated.

# AVP Britain

## Health and Safety Policy

### 1. Policy Statement:

AVPB is committed to providing and maintaining safe and healthy working conditions, equipment and systems of work for all our employees and volunteers and to provide such information, training and supervision as they need for this purpose.

AVPB recognises and accepts its responsibility to protect the health and safety of all visitors to the workplace (including contractors, temporary staff and any members of the public) who might be affected by our activities.

AVPB will make arrangements to ensure, as far as reasonably practicable, the safe use, handling, storage and transport of articles and substances.

It will through its regional branches maintain an overview of premises used with the aim of promoting comfort, security and safety.

The policy and procedures, which follow are in accordance with the legislative frameworks below:

- Health and Safety at Work Act 1974 and Regulations 1992
- Diseases and Dangerous Occurrences Regulations 1985
- First Aid at Work

This document shall be circulated to all employees, volunteers and regional coordinators. This policy statement was approved by the trustees on [Insert date] and will be reviewed annually or where appropriate.

This Policy applies to all offices and services operated by AVPB.

### 2. Corporate Responsibilities:

#### Executive Committee:

The AVPB Chair, Hubert Cassell has been nominated as the National Health and Safety Coordinator. The NHSC is responsible for co-ordinating and implementing this policy and holds the overall responsibility for ensuring that the health and safety policy is put into practice by regional groups.

In particular the NHSC will ensure that:

- all employees receive sufficient information, training and supervision on health and safety matters.
- all coordinators and line managers are aware of their responsibilities to their staff and volunteers.
- a national risk assessment is undertaken and the results written up and made available to all employees.
- accidents are investigated and reported to the Executive Committee through the maintenance of a national accident book to be reviewed annually to improve the effectiveness of this policy.
- arrangements are put in place to monitor the maintenance of AVPB equipment and premises (including premises based in offices of other organisations).

The AVPB Chair will ensure that adequate time, information, training and resources are available to undertake these tasks. All employees will be told who the Health and Safety persons are. AVP Britain Executive Committee will review the operation of its health and safety policy annually.

### Regional Groups:

Each regional group, will designate a Regional Health and Safety Co-ordinator (RHSC) who will:

- be responsible for implementation of the Health and Safety Policy in that region.
- maintain and review an accident book and send a copy of all entries to the National Coordinator.
- ensure that all staff, volunteers and facilitators receive a copy of this Health and Safety Policy.
- report to the National Health and Safety Co-ordinator annually or at the time of an injury or dangerous occurrence.
- ensure that a Risk Assessments is carried out on a regular basis, and before any change of activity for the Regional Group premises.

When organising workshops in non AVP managed venues AVP regional coordinators have a responsibility to:

- carry out a risk assessment of the activity
- follow the Health and Safety policy of the host organisation
- disseminate information to facilitators regarding the host venue fire procedures and health and safety contact in case of emergency.
- Ensure a record of any incidents that occur during workshops is recorded in the accident book by the regional HSC.

Regional Groups are expected to provide the necessary resources to ensure that advice, information, consultation and training are available for all staff and volunteers concerning Health and Safety matters.

### Staff and Volunteers:

All staff and volunteers are required to:

- comply with all health and safety policies relating to their work for AVP.
- take reasonable care for the health & safety of yourself and of others who may be affected by his or her acts or omissions.
- not intentionally or recklessly interfere with anything provided for their health, safety and welfare. Serious breaches of the Health and Safety Policy and rules (eg misusing equipment, deliberately putting someone else's safety in danger) will be dealt with through AVPB's Disciplinary Procedure.
- co-operate with management on health and safety matters.
- Report all health and safety concerns to your line management.

Where AVP employees or volunteers work in premises managed by other organisations they must familiarise themselves with such elements of that organisation's Health and Safety Policy that have a bearing on AVP's work and know who to contact in case of problems. In particular when facilitating in a new venue facilitators must ensure that they know the fire procedures and who the health and safety contact person is at the host venue in case of emergency.

### 3. Building Maintenance:

AVPB has a responsibility to provide a safe and healthy environment for staff and volunteers. Where regions maintain their own office space, the RHSC will be responsible for liaising with the Office Manager to ensure that any repairs are carried out swiftly with the minimum of disruption.

All AVPB staff are responsible for spotting hazards or potential hazards within the office. If a hazard is seen, it should be removed or dealt with as soon as possible, or if not, reported to the Office Manager or RHSC.

### 3.1. Good Housekeeping:

#### **Aisles & Gangways**

Gangways must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment.

#### **Smoking**

From 1st July 2007, all public places and workplaces became smoke-free in England under the Smoke-free (Premises and Enforcement) Regulations 2006. AVPB offices and workshops are therefore non-smoking.

#### **Overcrowding**

The general minimum space per person, recommended by the 1992 regulations is 11 cubic metres. AVPB will avoid unhealthy and overcrowded working conditions, and will consult staff on any changes in office layout.

#### **Ventilation**

AVPB will endeavour to provide a well ventilated workplace in which staff have control over their local level of ventilation.

Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. AVPB will take reasonable precautions in ensuring that these levels are kept as low as is possible. Employees will not be expected to work in enclosed spaces with equipment that emit atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.

#### **Temperature**

In office workplaces a minimum temperature of 16°C must be maintained, efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise to an uncomfortable level. A thermometer will be provided in a conspicuous place and in such a position as to be easily seen. AVPB will do all in its power to ensure reasonable temperatures in the workplace at all times.

#### **Lighting**

Adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible.

#### **Noise**

Some AVPB staff work within an open plan office and therefore a certain level of noise is unavoidable, however AVPB will endeavour to ensure that noise is kept to as low a level as is practicable.

#### **Hygiene Controls**

All areas must be kept clean and tidy.

#### **Equipment Storage And Usage**

Equipment must not be left lying around but must be suitably stored. No wires must be left trailing across floors. Non-flammable rubbish bins must be positioned at various points. Except in emergencies, and with the permission of the NHSC, no paraffin, bar electric or calor gas fires will be used at AVPB premises.

#### **Manual Handling**

AVPB employees should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury. All employees should use aids which are available to reduce the risk of injury, e.g. sack trolley, lifts. Employees should not put themselves at risk

by attempting to lift heavy loads which could be divided into smaller quantities. The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting in a team take instructions from one person only. Any employee feeling a strain should stop immediately and record the incident in the Accident Book. To continue may result in more serious injury.

**Electrical Equipment**

All building maintenance such as electrical work, carpentry, painting etc should be carried out by skilled people. No staff should endanger themselves or others by carrying out such work and or Staff should never perform unsafe practices. Broken, ineffective or damaged electrical equipment must be reported to the Regional Coordinator or Office Manager. The Regional Coordinator or Office Manager should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

**Toilets And Washing Facilities**

AVPB will seek to ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the minimum requirements of Health and Safety legislation, i.e:

Number at work	Number of toilets/washbasins
1-5	1
6-25	2
26-50	3

Each toilet will be in a separate, lockable room and washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying (eg paper towels). Vending machines for sanitary products and disposal bins should be provided. Toilets must be washed regularly and kept clean. Bins should be emptied and sanitised regularly.

**Drinking Water**

An adequate supply of drinking water will be provided for all staff.

**Rest Areas**

So far as is reasonably practicable AVPB will provide all staff with seating in a rest area, where they may rest during normal work breaks. In addition, suitable rest facilities will be provided for pregnant employees.

**Hours of Work**

AVPB employees should not work excessively long hours, and should take adequate break for meals and rest as indicated within their statements of terms and conditions of employment.

4. First Aid and Accident Reporting:

**First Aid**

In all AVPB premises First Aid provision will be available at all times in an appropriate and Accessible First Aid Box. AVPB will ensure at least two designated persons based at the premise will receive appropriate first aid training.

All new employees will be told as part of their induction of the location of first aid equipment and the staff who have received first aid training. A record of all first aid cases treated will be kept in the Accident Book, which will be kept with the First Aid box.

**Accidents And Emergencies**

All employees and volunteers must report all incidents which did or nearly resulted in personal injury to themselves or others, to their regional coordinator or line manager and make sure the accident is recorded in the Accident Book. It is the responsibility of the RHSC to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.

The NHSC is responsible for reporting incidents, which come within the Reporting of Injuries, Diseases & Dangerous Occurrence to the local Environmental Health Department. The following incidents should be reported:-

- fatal accidents
- major injury accidents\conditions
- dangerous occurrences
- accidents causing more than 3 days incapacity for work
- certain work-related diseases.

### 5. Fire Safety:

In AVP premises, it is the responsibility of all staff to be aware of fire hazards, to know the location of fire exits and the assembly point. Everyone must know the fire drill instructions, and these will be part of the induction process for all new staff and volunteers.

RHSC shall ensure that:

- Access to escape doors, extinguishers and other fire fighting equipment are not be obstructed and that all fire doors are kept closed.
- All staff and volunteers are made aware of arrangements for fire safety and know how to raise the fire alarm, call the emergency services, and evacuate the premises.
- All staff and volunteers are familiar with fire exit routes, including key pad numbers where necessary, assembly points and location of fire-fighting equipment.
- Fire fighting equipment in AVP offices or premises is checked annually by a contractor and a record kept of the check and its outcome.
- Fire fighting equipment in AVP offices or premises is checked visually by staff or volunteers on every occasion that the offices or premises are in use.
- Visitors to AVPB are made fully familiar with the escape routes and assembly points.

Where premises of another organisation are used by AVP organisers and facilitators must ascertain what fire regulations govern the use of such premises and act in accordance with those and the general policy of AVP.

### 6. Visual Display Units:

#### **Working with VDUs**

It is the policy of AVPB to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992. The Health and Safety (Display Screen Equipment) Regulations 1992 and subsequent amendments in 2002 apply to staff who habitually use VDUs as a significant part of their normal work

AVPB will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Regulations.

In particular, AVPB must ensure that:

#### **General**

- appropriate and adjustable seating is available to all users.
- staff take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.
- any special needs of individual staff are met, within reason.

### **Equipment**

Resources are sought to:-

- provide VDUs with a detachable and adjustable screen, i.e. in height, swivel etc, to allow for the individual preference of the operator.
- provide computer cleaning supplies.
- provide a wrist and foot rest sat each workstation an anti-static mat at each workstation.
- provide keyboards which are separate from screens.
- provide anti glare screens, where direct light cannot be prevented from falling on the screen.provide adequate workstation space.
- provide training to make sure that employees can use their VDU and workstation safely and know how to make best use of it to avoid health problems

Regional Groups shall take steps to incorporate changes to employees tasks within the working day to prevent intensive periods of on-screen activity.

### **Maintenance**

The Regional Coordinator or Office Manager should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

### **Eye Tests**

Where a member of staff is experiencing eyesight problems attributable to their work with VDUs she/he will be entitled to have an eyesight test paid for by AVPB. VDU users can request regular test every 12 months. Where a test shows that as a result of work with AVPB VDUs a member of staff needs to purchase special corrective appliances (usually glasses) AVPB will pay for these. This excludes those normally used for purposes other than work with VDUs.

### **WRULDS/RSI**

Work Related Upper Limb Disorders (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of AVPB, by following best advice to provide VDU/keyboard equipment and furniture, which help prevent the development of these musculoskeletal disorders.

Staff however should contribute to their own safety and welfare by:

- avoiding sitting in the same position for long periods
- adjusting equipment and furniture to appropriate/comfortable positions
- taking a rest break from VDU work (at least 10 minutes away every hour) by doing some other work.

## 7. Personal Safety:

### **Office Security**

It is in the nature of AVPB's work that staff or volunteers may, on occasions, find themselves in potentially dangerous situations whilst on AVPB business. The following policy guidance is concerned with minimising the risk to people working for AVPB.

Staff or volunteers who are working on their own should not allow access to casual visitors who have no appointment. Such callers should be encouraged to make an appointment.

Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations AVPB management will put their trust in the feelings of the worker.

AVPB premises will keep a personal alarm for use by staff. Staff will be inducted in how the alarm sounds, how to set it off and how to respond on hearing it.

All windows and entry doors will be lockable.

### **Prevention Whilst out of the Office**

Staff who are going to be away on AVPB business should make it clear to other staff where they will be, how long for and how they can be contacted.

- Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.
- AVPB will keep a personal alarm for use by staff.

### **Prevention Whilst Holding Or Carrying Money Or Valuables For AVPB**

- Staff who carry money for AVPB have the right to be accompanied by another person.
- Large amounts of cash, over and above petty cash should not be kept on AVPB premises.
- Visits to the bank should not be at a regular time.
- Under no circumstances should staff put themselves at risk on account of AVPB's property. If money is demanded with threats it should be handed over.

### **Personal Awareness**

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. Trust your intuition and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.

- Be prepared. Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a supervisor or manager to be nominated.
- Never stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.
- Don't accept lifts in vehicles from people you have no reason to trust.

### **In Dealing With Aggression**

If you find yourself in an aggressive situation, what can you do? Try to stay calm if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.

- Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.
- Do not be aggressive back - this is how anger can escalate into violence.
- Are you the best person to deal with this situation? Going to get someone else is often helpful particularly if they can solve a problem that you can't.
- Get on the same level as the aggressor. If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.
- Keep your balance and keep your distance.
- Do not touch someone who is angry.
- Don't let your escape route be blocked. Keep yourself between an escape route and an aggressor so you can still get away.
- If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.
- If you cannot get away, then scream or use the panic alarm.

### **Reporting And Recording**

All incidents of aggression or violence should be reported to management and recorded in the accident book. Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work, which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. The management of AVPB recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

### 8. Risk Assessment:

AVPB will ensure that a competent person carries out a risk assessment in accordance with the 1992 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP). This risk assessment will be written up, and be made available to all staff.

The written risk assessment will be reviewed and updated annually to ensure it covers all employees against all risks, and to ensure that any action identified as needed in the risk assessment has been carried out. The risk assessment will also be updated every time that there is a major change in working practices. The risk assessment will cover all AVPB employees, wherever they may be based, and will cover all aspects of their work.

The AVPB NHSC shall ensure that:

- a Risk Assessment is carried out by each NAG and each Regional Groups at least annually and should take into account the views of employees.
- a record should be kept showing the date of the assessment, any issues identified and a note of the steps taken to rectify them together with dates.

### 9. Training:

AVPB will ensure that new employees and volunteers receive information on health and safety as part of their induction.

AVPB will organise training for employees and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment. AVPB will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.

If employees and volunteers consider they have health and safety training needs they should inform their line manager.

### 10. Information:

This document shall be circulated to all volunteers and staff. This policy statement was approved by the trustees on [Insert date] and will be reviewed annually or where appropriate.

## AVP Britain

# Children & Vulnerable Adults Protection Policy

### 1. Policy Statement:

AVPB is committed to practice, which protects children and vulnerable adults from harm. This policy statement outlines AVPB's Child Protection Policy for all staff (including employees, volunteers and facilitators) who may have contact with young people, children and vulnerable adults.

### 2. Declaration of Intent:

AVPB will aim to safeguard children and vulnerable adults by:

- adopting child protection guidelines through procedures and a code of conduct for staff.
- sharing information about concerns with partners agencies.
- carefully following the procedures for recruitment and selection of staff.
- taking all reasonable steps to ensure the health, safety and welfare of any child or vulnerable adult involved in AVPB activities.
- reviewing our policy and good practice regularly.

### 3. The Scope of this Policy:

This policy sets out agreed guidelines relating to the following areas:

- Responding to allegations of abuse, including those made against staff
- Recruitment and vetting of workshop staff
- Supervision of organisational activities to ensure the health, safety and welfare of children or vulnerable adults in contact with AVPB.

These guidelines apply to:

- Any situation involving children and young people up to age 18, whether or not accompanied by adults. AVPB also recognise that vulnerable adults<sup>1</sup> will benefit from similar safeguards. **Whenever the guidelines refer to children, this broader meaning applies.**
- All staff working on AVPB Activities.

### 5. AVPB Children and Vulnerable Adults Protection Guidelines:

#### Workshop Organisation:

AVP staff may have direct contact with children through the delivery of workshop programmes for young people at partner organisations. AVP has a responsibility to ensure that staff in direct contact with children are not placed in situations where abuse might be alleged. AVP Regional Coordinators should take steps to ensure that AVP Facilitators **do not have unsupervised contact with children.**

When organising workshops for children, regional coordinators should ensure that:

- children are to be supervised by at least one other responsible adult from the partner organisation (e.g. teacher, youth worker).
- they have familiarised themselves with the child protection policy of the partner organisation and have disseminated any relevant information to facilitators.

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<sup>1</sup> **Vulnerable adults** are defined as people over the age of 18 who are or may be in need of community care services because of age, illness, physical or learning disability, or those who are unable to take care of or protect themselves against harm or exploitation (including those for whom English is an additional language).

- a full risk assessment is carried out of the venue and that any necessary precautions are taken and discussed with facilitators.

### Health and Safety:

The protection of children and vulnerable adults extends naturally into areas of Health and Safety. All employees must familiarise themselves with the emergency procedures and responsibilities laid down in the **AVPBs Health and Safety Policy**.

Accident recording is normally the responsibility of the partner organisation. Where AVP is the lead or sole organiser, any accidents must be recorded by AVP. This record must be counter-signed by the person with responsibility for the individual and archived by the AVP Regional Coordinator.

### Appointment of Facilitators:

In selecting and appointing facilitators to work directly with children and vulnerable adults, the AVPB regional coordinator responsible **must ensure** that:

- a copy of the **AVP Child Protection Policy** is sent to all prospective facilitators.
- the prospective facilitator has a valid Enhanced Criminal Record Certificate (ECRC) from the Criminal Records Bureau, which is less than a year old.

Note: Some partner organisations will be happy to accept a facilitator's ECRC that they have received from an organisation that they currently work with, but some will require a new ECRC be processed directly through AVP.

### Supervisory Arrangements for the Management of Activities:

AVP aims to protect children and vulnerable adults from abuse and our facilitator team members (including volunteers, staff and consultants) from false allegations by adopting the following guidelines. AVP Regional Coordinators will ensure that:

- We keep a register of all children or vulnerable adults attending our activities.
- We keep a register of all team members (both paid staff members and volunteers)
- Registers will include arrival and departure times and the names of others in the building at the time.
- We will keep a record of all sessions including monitoring and evaluation records.
- Our team members will record any unusual events on the accident/incident form.
- Where possible our facilitators should not be alone with a child or vulnerable adult.

### Code of Conduct for AVPB Staff & Volunteers:

The following guidance applies to all facilitators with direct contact with young people.

Facilitators shall:

- be clear who is responsible for child protection practice at the partner organisation.
- ensure that there is no requirement for unsupervised contact. AVP requires young people to be supervised by at least one other responsible adult from the partner organisation (e.g. teacher, youth worker).
- not directly ask any young person for contact details or offer your own details. Where an exchange of details is required, always do so through third party ideally a contact at the partner organisation.
- recognise that whilst physical touch between adults and children can be healthy and acceptable in public places, facilitators are discouraged from this in circumstances where an adult or child are left alone or where physical touch could be misconstrued.
- If a child is hurt or distressed, do their best to comfort or reassure them without compromising their dignity or doing anything to discredit your own behaviour.

You have a strict duty never to subject any child to any form of harm or abuse. Failure to honour this will be treated as gross misconduct.

### Allegations and Suspicions of Abuse:

#### What is Abuse?:

Abuse is 'the violation of an individual's human and civil rights by any other person or persons'.

#### Suspicions of Abuse:

If a member of AVP staff have reasons to suspect possible abuse of a child, they should:

- make the child protection officer at the partner organisation aware of the problem
- make their concerns known to another member of staff employed at the site if the person with legal responsibility is the subject of the suspicion
- make a written note of what was witnessed and the action taken
- make their AVP Regional Coordinator (or other relevant person) aware of the situation, in case there is follow-up.

#### Disclosure of Abuse:

If an individual indicates that he/she is being abused, or information is obtained which raises concern of abuse, AVP staff should act immediately. It is not the responsibility of the AVPB representative to decide that abuse is occurring, but it is their responsibility to act on any concerns by reporting any suspicions that they have.

#### Responding to Disclosure:

If an individual indicates that he/she is being abused to a member of AVP staff they should:

- Remain calm and in control but don't delay acting.
- Listen carefully to what is said.
- Allow the person to tell you at their own pace and ask questions only for clarification.
- Don't ask questions that suggest a particular answer.
- Don't promise to 'keep it a secret'.
- Use the first opportunity you have to say that you will need to share the information with others.
- Make it clear that you will only tell the people who need to know and who should be able to help.
- Reassure the child, young person or vulnerable adult that 'they did the right thing' in telling someone.
- Tell the child, young person or vulnerable person what you are going to do next.

#### Reporting Disclosure:

- Speak immediately to the person on site who has designated responsibility for Child Protection. It is that person's responsibility to liaise with relevant authorities, usually social services as soon as possible after the disclosing conversation.
- Speak to another member of staff employed at the site if the person with legal responsibility is the subject of the suspicion
- Make a note of what was said, using the child's/young person's/vulnerable adult's own words.
- Note the date, time, any names that were involved or mentioned, who you gave the information to.
- Make sure you sign and date your record.
- In confidence, make your AVP Regional Coordinator aware of the situation in case of follow up.

#### Reporting Poor Practice or Concerns of Abuse, Against AVPB:

Should a child or vulnerable adult accuse a member of AVP staff of physical or sexual abuse, or any kind of inappropriate behaviour, this should be referred immediately to the, regional coordinator and to the designated child protection contact at the partner organisation.

- Both parties' account of the incident should be recorded in writing immediately (ideally by a different member of staff) and passed to the regional AVP coordinator.

- In the circumstance that an individual is in immediate danger of harm you should personally contact the Police ensuring that the designated child protection officer is made aware at the earliest opportunity. (The police will automatically inform Social Services). A record should be made of the name and title of the police officer to which the concerns were passed together with the time and date of the call, in case any follow-up is needed.
- Any complaints made against AVPB representatives regarding child protection will be handled in line with AVPB Disciplinary and Grievance Policy. If a member of AVP is accused of physical or sexual abuse, or any kind of inappropriate behaviour, they will be excused from AVP work and the incident dealt with by their line manager. If an employee they will be excused on full pay until the matter has been resolved.
- Incidents may be reported to the police and lead to disciplinary action against the member of staff. However, should allegations prove unfounded this will be clearly noted on the staff file, which is subject to the terms of the Data Protection Act.

It is acknowledged that feelings generated by the discovery that a representative may be abusing a child, will raise concerns among other staff or volunteers. This includes the difficulties inherent in reporting such matters. AVPB assures all professional and voluntary organisations that it will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's practice or the possibility that a child or vulnerable adult may be being abused.

Consideration shall be given to address what support may be appropriate to children/vulnerable adults parents/carers and members of staff/volunteers following allegations of abuse.

### Confidentiality:

Suspicious will not be discussed with anyone other than those nominated above. Every effort shall be made to ensure that confidentiality is maintained for all concerned. Information will be handled and disseminated on a need to know basis only.

### 6. Support and Training:

AVPB are committed to the provision of child protection training for all staff. All team members, including volunteers, employees and facilitators, will undergo a formal or informal induction in which:

- They sign up to the Child Protection Policy.
- Child protection procedures are explained and training needs established.

### 7. Guidelines for Use of Photographic Filming Equipment:

These guidelines apply to all forms of technology that can be used to record images. In addition if you use an external venue you need to check their policy on the use of photographic filming equipment.

If a professional photographer, the press or an AVPB representative are invited to cover services, events or activities the event organiser must:

- Inform participants and parents that a photographer will be in attendance and ensure they consent to both the taking and publication of films or photographs by asking them to complete a consent form.
- Ensure that the photographer wears their identification or is provided with identification at the event.
- Ensure that the photographer has no unsupervised access to children or vulnerable adults.
- Ensure the last names of children or vulnerable adults are not used in photographs or film footage, unless with the express permission of the child or vulnerable adults parent.

### 8. Information

This document shall be circulated to all staff and volunteers. The executive committee shall review the content and effectiveness of the policy annually, and at other times as may be necessary. The Chair of the trustees is responsible for ensuring the policy's full implementation. This policy statement was approved by the trustees on [Insert date].

### AVPB Britain

## Disability Statement:

### 1. Policy Statement:

The aim of this statement is to ensure that no person receives less favourable treatment on the grounds of their disability. AVPB will adhere to the principles of the Disability Discrimination Amendment Act 1995 amended in regard to employment and service provision.

AVPB will ensure the following:

- Not to treat a disabled person less favourably for any reason relating to their disability
- Provide reasonable adjustments for disabled employees and members using AVPB facilities and services where possible, even if this requires more favourable treatment.
- promote equality of opportunity between disabled people and other people.
- promote positive attitudes towards disabled people
- encourage participation by disabled people in public life

### 2. Definitions:

The Disability Discrimination Act (DDA) 1995 aimed to end the discrimination that many disabled people face. This Act has been significantly extended, including by the Disability Discrimination Act 2005. It now gives disabled people rights in the areas of:

- employment
- education
- access to goods, facilities and services.

AVPB recognises the wide definition of a disabled person that includes physical or sensory impairment, dyslexia, dyspraxia, medical conditions, including (HIV, cancer and MS), mental health difficulties and learning difficulties.

AVPB strives to provide an environment, which, both encourages, people with disabilities to seek employment with the company as well as providing an accessible training environment.

Discrimination is deemed to have occurred when:

- A disabled person is treated less favourably than someone else.
- The treatment is for a reason relating to the persons disability and that treatment cannot be justified.
- There is failure to make reasonable adjustment and that failure cannot be justified.

### 3. Training:

Disability discrimination will be included, as part of the induction on diversity and equal opportunities, for all staff, and training for staff in disability issues will be offered as appropriate. In this way, we will be actively promoting Disability Equality.

### 4. Service Delivery:

All AVPB workshop enrollment forms shall provide space for disabled participants to note any specific requirements. AVPB will make reasonable adjustments were possible to meet these needs.

All AVPB evaluation forms will offer disabled participants the opportunity to comment on the facilities available to them.

AVPB will act on the feedback given pertaining to issues relating to a disabled person's needs or discrimination of a disabled person. Furthermore, based on constructive feedback, AVPB will make reasonable adjustments where possible.

### 5. Review:

This statement is part of a process of change and in line with government legislation will be reviewed annually alongside the **AVPB equal opportunities policy**. This will include an annual audit of the facilities and materials made available to support the needs of the disabled using AVPB premises and services.

### 6. Information:

This document shall be circulated to all regional groups. This policy statement was approved by the trustees on [Insert date] and will be reviewed annually or where appropriate.

## AVP Britain

### Equal Opportunities Policy:

#### 1. Policy Statement:

The purpose of this policy is to provide equal opportunities to all job applicants, staff, volunteers and beneficiary receives irrespective of their gender, race, ethnic or national origin, disability, age, religion, social class, gender orientation, gender reassignment, marital status or sexual orientation. We oppose all forms of unlawful and unfair discrimination.

All employees, whether part-time, full-time or temporary, will be treated fairly and equally. Selection for employment, promotion, training or another effect will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

#### 2. Our Commitment:

- AVPB is committed to taking positive action to fight unlawful discrimination in every respect of its work.
- AVPB is an equal opportunities employer and aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, ethnic or national origin, religion, age, gender, sexual orientation, marital status, HIV antibody status, AIDS or disability, nor should they be disadvantaged by requirement. AVPB will strive to redress any imbalance that may become evident.
- AVPB will endeavour to establish a broad base for consultation to identify priorities and needs as reflected by the black and minority ethnic population.
- This policy to be fully supported by senior management and has been agreed with trade unions and employee representatives. The executive committee/trustees shall review the content and effectiveness of the policy annually, and at other times as may be necessary. The Chair of the trustees/director is responsible for ensuring the policy's full implementation.
- AVPB will monitor and review the composition of its executive committee with the aim of promoting a broad-based representation.
- Every employee is entitled to a working environment which promotes diversity and respect to all. No form of intimidation, bullying or harassment will be tolerated. We endeavour to treat our sub-contractors in the same way as our staff.
- Breaches of the Equal Opportunities Policy will be regarded as misconduct and could lead to disciplinary proceedings.

#### 3. Our Responsibility:

This policy will be implemented within the framework of relevant legislation which includes:

- Equal Pay Act (as amended) 1970
- Sex Discrimination Act (as amended) 1975
- The Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000)
- Disability Discrimination Act 1995
- Employment Rights Act 1996
- Human Rights Act 1998
- Part-time Working Regulations 2000
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- The Gender Recognition Act 2004
- The Civil Partnership Act 2004
- Disability Discrimination Act 2005
- Employment Equality (Age) Regulations 2006
- Equality Act 2006 (Gender Equality Duty)

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- Equality Act 2006 – Part 2 (Discrimination on grounds of religion or belief)
- Equality Act (Sexual Orientation) Regulations 2007

### 4. Defining Discrimination:

According to the legislation there are two types of discrimination that are unlawful:

- Direct discrimination refers to the less favourable treatment of people due to, for instance, race, gender or religion.
- Indirect discrimination refers to discrimination that is inherent in the requirements of a job and/or conditions and practices imposed on the job that have an adverse impact on one group or another.

There is also 'victimisation' where by under certain legislation people are protected when bringing a complaint of discrimination.

### 5. The Scope of this Policy:

This policy applies to:

- all staff employed by AVPB.
- all aspects of promotional and training functions of AVPB.
- all volunteer members of AVPB and affiliated organisations. AVPB would expect its membership to concur with and actively promote these objectives.

### 6. Recruitment and Employment of Staff:

A written job description and person specification shall be prepared in respect of every vacancy that arises and every new post that is created.

Information to those applying for posts shall clearly state what the job entails and the minimum requirements for the post. In asking applicants for information, the information requested must be relevant to the job. It shall be checked and agreed by the staff and relevant committee members for direct and indirect discrimination, including culture-bound assumptions and ageism before the recruitment procedures commence. Applicants should be made aware that general life experience and voluntary as well as paid work are valued.

All jobs shall be advertised openly and as widely as possible. Applicants shall be selected according to their ability to perform the required task as stated.

At both the short-listing and the appointment stage, brief notes shall be made on each application indicating clearly why the applicant has or has not been short-listed or appointed.

No interview, for any post should be conducted by a panel of fewer than three representatives or more than five members of the executive committee. All interview panels shall be suitably representative of gender and the various ethnic groups within the membership of the organisation. Members of staff will be involved at all stages of the selection process in an advisory role.

An open invitation will be given to short-listed applicants with a disability to discuss their specific needs and requirements. AVPB will take all reasonable steps to ensure that the specific needs of disabled employees are met.

During each interview, notes should be taken and at the end of the interview a form should be completed for each candidate, assessing their response to the topics and themes raised. These should be reviewed at the end of the interview process by the panel to see that each candidate has been treated fairly.

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Questions on the following topics are forbidden in an interview. Any candidate who is asked these questions has the right to refuse to answer. It is the responsibility of the Chair, or any other member of the panel to stop such questions being asked: age, marital status, sexual orientation, occupation of

partner, number of children/domestic arrangements (it should be made clear that the organisation aims to be flexible to individual requirements).

An equal opportunity section should be included on the application form. The equal opportunities policy, and the purpose of monitoring should be clearly explained.

Employment procedures and practices will be undertaken strictly in accordance with the following and all other relevant legislation:

- Equal Pay Act (EPA) 1970
- Sex Discrimination Acts (SDA) 1975 & 1986
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Religion or Belief) Regulations 2003
- Race Relations Act (RRA) 1976, as amended by the Race Relations (Amendment) Act 2000
- Disability Discrimination Act (DDA) 1995
- Human Rights Act and the European Convention on Human Rights

In order to implement this equal opportunities policy, AVPB accepts that it needs to ensure that all members and staff involved in selection and recruitment within the organisation are given adequate and appropriate training in:

- interview techniques
- codes of practice
- disciplinary and grievance procedures as contained in the **AVPB Complaints Policy**

## 7. Recruitment and Selection of Volunteers:

In seeking to appoint a volunteer (facilitator, member of a management committee or a trustee) the principles of equal opportunity must apply.

Information to those applying for posts should make clear what the post entails and the minimum requirements. In asking applicants for information the information must be relevant to the job.

Vacancies should be advertised as widely as possible.

Regional Coordinators and nominated committee members will be responsible for the selection of Volunteers and selected according to their ability to perform the required task.

## 8. Training and Support:

In the provision of training, the equal opportunities policy should be brought to the attention of those undergoing training and a copy given during induction. All employees and volunteers should go through an induction programme.

New staff should be inducted into the staff development and training policy and made aware of training opportunities available to them, and be positively encouraged to take them up. All reasonable facilities will be offered to staff to take study leave.

All workers should have access to support. If a worker feels isolated, provision should be made for support from other parts of AVPB or outside the organisation.

### 9. Discipline and Grievance Procedures:

It shall be made clear to all employees , volunteers and attenders at workshop that discrimination, abuse or harassment on the grounds of race, gender, disability or sexual orientation—if proven—is not acceptable and for employees is a dismissible offence.

All employees, volunteers and attenders at workshops shall receive guidance of what to do if it occurs as stipulated in the **AVPB Complaints Policy**.

### 10. Service Delivery:

AVPB is committed to ensuring equality of access to all its services. The executive committee will take action to provide genuine equality of opportunity to counter past discrimination and to monitor the outcome. The executive committee will aim to ensure that no sector of the community shall be denied access or receive a poor service on the grounds of age, race, gender, disability, sexual orientation, class, marital status, ethnicity or religious belief.

The executive committee will aim to ensure that all its services will be provided in line with this anti discrimination policy. In order to promote equality of access the executive will aim to ensure that the **Regional Groups** adhere to the following:

- that publicity information on services is widely available and where necessary targeted to ensure maximum awareness of provisions.
- that thought is given to the wording of advertising and publicity to make it accessible to all sections of the community .
- that all services are flexible and responsive to the changing needs in the community. In particular, that that the physical access needs of workshop attenders' are considered and efforts made to prevent that becoming a barrier to attendance. In the provision of food for workshops, the dietary needs of those attending need to be taken into account.
- that services are based on consultation with participants who receive our services and positive steps are taken to include excluded groups in decision making.
- that positive action programmes will be developed to target the needs usually excluded groups.
- that systems are developed to audit and monitor service delivery and consumer satisfaction.
- that an accessible complaints procedure will be developed to ensure against discrimination in service allocation and delivery.

### 11. Monitoring and Reviewing:

Information needs to be kept on those employed so that the effectiveness of the policy can be assessed. Regional groups must keep records on their paid employees, members of management committees and workshop participants. Centrally, NAG shall maintain a record of all employees paid centrally, trustees and facilitators. The record should include the composition of employees in respect of gender, ethnic group and those with a disability. When asking for this information it should be made clear why it is needed.

Annually information gathered will be reviewed by regional groups and trustees and indicated action taken. At this time the trustees will review this policy statement and re-issue it with any necessary amendments.

### 12. Information:

This document shall be circulated to all employees, job applicants and volunteers. This policy statement was approved by the trustees on [Insert date] and will be reviewed annually or where appropriate.

3. Forms:

- a. AVP Britain: Expenses Claim Form
- b. Website Registration
- c. AVP Facilitator Volunteer Agreement

## Section 5: Additional Information

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### AVP Britain: Expenses Claim Form

**Name:**

**Address:**

**Tel:**



**Expenses:** Please attach receipts where possible.

Date	
Budget Heading (E.g. Workshop, PAG, Management Committee, Trustee meeting)	
Travel	
Meals	
Postage	
Telephone	
Stationery	
Other (please specify)	
<b>TOTAL:</b>	

I confirm that the above expenses have been made on behalf of AVP Britain.

**Signed:**

**Date:**

Please return your completed form to your Regional Coordinator.

(For Office use only)

Date paid:

Cheque number:

**AVP Facilitator  
Volunteer Agreement**

This volunteer agreement describes the arrangement between AVP Britain and ***[Insert Name]*** .....

AVP Facilitators play a vital role in carrying out the facilitation of our core activity AVP workshop. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your experience of volunteering with us enjoyable and rewarding.

Your role as a volunteer facilitator starts on the ***[Insert date]***.....

**Part 1: AVP Britain**

AVP Britain commits itself to the following:

**1. Induction and Training**

To provide you with thorough induction on the work of AVP Britain and its staff, your volunteering role and the training you need to meet the responsibilities of this role. The Facilitator Handbook provides full details of the organisation.

**2. Supervision, support and flexibility**

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person (your mentor) who you can contact to discuss your volunteering and any successes and problems.
- To do our best to help you develop your volunteering role with us.

**3. Expenses**

To repay expenses incurred whilst volunteering for AVP.

**4. Health and Safety**

To provide adequate training and feedback in support of our **health and safety policy**, a copy of which is in the Facilitator Handbook.

**5. Insurance**

To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

**6. Equal opportunities**

To ensure that all volunteers are dealt with in accordance with our **equal opportunities policy**, a copy of which is set out in the Facilitator Handbook.

**7. Child Protection**

To provide adequate training and feedback in support of our **child protection policy**, a copy of which is in the Facilitator Handbook.

**8. Problems**

- To try to resolve fairly any problems, grievances or difficulties you may have while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the **AVP complaints procedures** set out in the Facilitator Handbook.

**Part 2: The Volunteer**

I, ***[Insert Volunteer's Name]*** ..... agree:

- to help AVP Britain fulfil its aims
- to perform my volunteering role to the best of my ability
- to follow the organisation's code of conduct, procedures and standards, including those relating to health and safety and equal opportunities, in relation to its staff, volunteers and clients
- to maintain the confidential information of the organisation and of its clients
- to meet time commitments and standards agreed to
- to honour the commitment to facilitate workshops and to give at least two weeks notice if you are unable to facilitate, unless there are exceptional circumstances.
- to provide referees, as agreed, who may be contacted
- to agree to a police check being carried out where necessary as outlined in our child protection policy.

Please read this agreement very carefully. Ask your regional coordinator if you have any problems or questions. If you feel that you understand the agreement and are happy to agree to it, please sign below.

Signed on behalf of AVP Britain : \_\_\_\_\_

Signature: \_\_\_\_\_ Position: \_\_\_\_\_

Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

Please tick to confirm that you have received the following:

- AVP Health and Safety Policy
- AVP Equal Opportunities Policy
- AVP Complaints Procedure
- AVP Child Protection Policy
- Facilitator Website Registration
- Facilitator Code of Conduct
- Level 1 Manual
- Designated Mentor

Signed by volunteer facilitator : \_\_\_\_\_

Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

# AVP Britain Consent Form



This form is for giving consent to AVP Britain to hold your details on our records, for organisational and insurance purposes, and to satisfy Data Protection requirements.

You can also indicate whether you wish to take take part in the AVP shared contact list.

Print, complete, sign and return all parts of this form to your local AVP coordinator.

# AVP Contact Information

send photos to  
anand@dosima.org  
or post to office  
to be scanned  
and returned

## person

forename

surname

## address

address

suburb

city

county

postcode

country

## contact details

phone (work)

phone (home)

mobile

email

activity level

1 2 3 4 5 6 7 8

(circle target number of workshops/year you would like to facilitate)

status

active / dormant / lost contact

## other information

notes

(workshop preferences, availability, dietary requirements etc)

## AVP : Equal Opportunities Monitoring Form

This is for equal opportunities monitoring, creating balanced teams and with some funding applications. Information gathered will only be made available to AVP Coordinators and Lead Facilitators.

### What is your ethnic group?

Choose ONE section from A to G, then tick the appropriate box to indicate your cultural background. (The categories below are based on Commission for Racial Equality guidelines and census questions.)

#### A. White

- British
- English
  - Scottish
  - Welsh
  - other, please write in

- Irish
- any other White background, please write in

#### B. Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- any other Mixed background, please write in

#### C. Asian, Asian British, Asian English, Asian Scottish, or Asian Welsh

- Indian
- Pakistani
- Bangladeshi
- any other Asian background, please write in

#### D. Black, Black British, Black English, Black Scottish, or Black Welsh

- Caribbean
- African
- any other Black background, please write in

#### F. Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group

- Chinese
- any other Chinese background, please write in

#### G. Other

- any other ethnic background, please write in

### Age

What is your year of birth?

### Gender

What is your gender?

- male  female

### Disability

Do you have any long term illness, health problem or disability which limits your daily activity or the work you do?

- yes  no (Includes problems which are due to old age)

## AVP Britain Consent Form



I give my consent for my information to be included in the AVP Britain database. I understand that these details will be available to AVP Co-ordinators and Lead Facilitators for the purpose of making up workshop teams. This information will not be supplied to any other organisations and will be handled by AVP Britain in accordance with the **Data Protection Act (1998)**.

I would like to be **kept informed** about AVP news and activities (optional)  
*e.g. newsletter and e-mail updates*

I would like **login details** for the new AVP Britain website (optional)  
I agree not disclose my password to any other person.

*Your personal password will allow you access to the 'facilitator only' section of the website, to*

- update your own contact details*
- review your facilitation history*
- access policy documents and information*
- participate in online discussions and access other tools, as they become available*

*For security reasons, such password access must be limited and monitored.*

I would like my details to be included in the new **shared contact list** (optional)  
I agree not to disclose this list to any other person or organisation.

*To allow people involved with AVP to keep in touch more easily, contact details can be shared via the website amongst those who choose to take part in this shared list.*

*We hope you will supply a small photograph of yourself to be displayed with your name on this list, please send a copy (to be scanned and returned) or e-mail a digital copy to [info@avplondon.org.uk](mailto:info@avplondon.org.uk)*

*Your details can be removed from the shared list, should you later request this.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_