



Volunteer Handbook



Galloways
Support through sight loss

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Message from the CEO

Dear Volunteers both old and new,

On behalf of the entire Galloways community it is my pleasure to extend our collective and sincere appreciation, and to thank you for donating your time so generously in support of blind and partially sighted people!

The richness and diversity of volunteers never ceases to impress and inspire me. It is a privilege to get to know you, to understand your back stories and the reasons why you choose to volunteer and if we have not yet been introduced, I hope to meet you soon.

Galloways is very much a local charity whose origins date back to 1867 and throughout its history, spanning over 155 years, the charity has worked tirelessly to empower blind and partially sighted people and today is proud to be one of the largest sight loss communities in the country.

Galloways has a wonderful history and has survived across the decades primarily through the support and goodwill of local people, volunteers like you giving their time and expertise in support of a greater cause. Volunteers are an intrinsic part of our history and you are all keeping that tradition alive today.

Volunteers operate across every level of the charity from helping on the frontline driving our mini-buses, tending to our green and open spaces, helping with Talking News and fundraising events through to steering the charity at a strategic level on the Board of Trustees.

The impact of volunteering at Galloways cannot be overstated, a fact I have witnessed personally on many occasions, and the charity is indebted to you all.

To our more seasoned volunteers and ambassadors, thank you for continuing to make such a profound difference and for improving the lives of people with sight loss and to those who may be volunteering for the first time, welcome on board and thank you for choosing Galloways! It truly is a marvellous charity.

Kind Regards

Iain Pearson

About Us

Galloway's Society for the Blind was established in 1867 and since then has evolved and developed to provide a range of services to over 7,000 Blind and Partially Sighted people across Lancashire and Sefton and a range of talking newspapers available nationally.

Operating from four Sight Advice Centres in Penwortham, Morecambe, Chorley and Southport, and with support groups throughout various towns and villages, the Society strives to reach out and provide an accessible local service.

We pride ourselves on being big enough to cope but small enough to care.

Our Mission

To reach more people,
bringing connection, choice
and confidence for everyone
affected by sight loss



Our Vision

A world in which every visually impaired person realises their hopes and dreams and fulfils their potential as an individual and a member of their own community



We will develop our work across three key areas:

- Reaching more people
- Improving lives
- Achieving our ambition
- Developing the capacity & infrastructure of the Organisation to achieve our ambition

Galloways Responsibilities:

- To offer equal opportunities to everyone who wants to volunteer.
- To match your skills, experiences, and availability with the right role for you wherever possible, listening to your motivations and aspirations.
- To offer appropriate training and support for your role.
- To celebrate success and recognise loyalty and dedication.
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication.
- To provide information about the charity's work, policies, and procedures.
- To reimburse agreed out-of-pocket expenses.
- To make necessary arrangements to ensure your health, safety, and welfare as a volunteer.
- To encourage an inclusive, supportive, and friendly atmosphere.
- To offer where possible time with trained members of staff, to support, guide and advise you.
- To treat everyone with respect and dignity, regardless of their background or status.

Our Expectations of you as a Volunteer:

- To work in partnership with other volunteers, staff and the general public.
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand.
- To always consider and protect Galloways' good reputation in your actions and conduct.
- To act responsibly and within the law.
- To let your key contact, the Volunteer Lead or any present member of staff know in the first instance if you have encounter problems so that we can find a solution together.
- To let your key contact know if there are changes in your personal circumstances that may affect your volunteering.
- To enjoy your volunteering experience and feel rewarded for the positive impact you are making to the community

Regular Volunteering Opportunities at Galloways

At Galloways we pride ourselves on offering a variety of activities for both our service users and volunteers to get involved with. There are over one hundred different volunteer roles at Galloways; from mountain climbing to mailing, and from one off residential trips to recurring shifts.

Each role will come with a set of criteria and experiences which a prospective volunteer must match, and will usually involve a telephone or face-to-face interview and trial shift before being accepted into the position. Below are just some of the different categories of volunteering you can get involved in.

GET SOCIAL

At Galloway's there is always something going on. Whatever your age or interest, our groups are a great way for our service users to meet new friends and join in with our vibrant community of people living with sight loss. There is an extensive range of interests to volunteer within, from gardening to crochet and knitting groups, to more relaxed meetings in the pub. These are all a great way to experience volunteering whilst in a relaxed environment.

GET ACTIVE

Want to challenge yourself whilst keeping fit and healthy? Our Get Active programme is a diverse and exciting opportunity to explore a range of dynamic activities across our region and beyond, from countryside Hill Walks to sailing, canoeing and climbing in the Lake District.

We also offer some more relaxed activities such as audible shooting, archery, and Crown Green bowls,

and as a volunteer you will often be invited to participate in the activity whilst assisting our service users. In fact, it's encouraged!

STAY UP TO DATE

Galloways operates one of the largest audio news services in the country, and our Talking Newspapers are home to the most significant number of volunteers. In 2022 alone there were over 2,500 volunteer hours amassed in order for the programme to operate, and we are always looking for more readers, editors and controllers to contribute to the service as well as help with distributing to the community both online and through the post.



FUNDRAISING

We are very grateful for all the support we receive from so many people in the community, both young and old alike, who help us by raising money in a wide variety of innovative and imaginative ways. We need over £1.2 million each year to fund our work, and there are many ways to get involved.

There are lots of opportunities to help fundraise within the local community, from supermarket bag-packing to collections at local outlets, and there is also the opportunity to participate at one of our annual events across the region, including the Morecambe Bay Walk and our Santa's Grotto at St George's shopping centre in Preston town centre. If you wish to organise a fundraising event or represent us at an existing community event, please let us know so that our Fundraising Team can support you.

OFFICE ADMIN

In order to provide such an expansive variety of opportunities to our service users, a lot of work has to be done in the background so that they may run smoothly and ensure we as a charity are operating to an exceptional level of standard.

If you have any experience in administrative or finance roles, then your knowledge and expertise

could be an invaluable asset to our organisation.

TRANSPORT ASSISTANCE

We are always in need of minibuses and driver's assistants. If needed, we will train you on the MIDAS minibus driving scheme and put you on our insurance to drive our 16-seater minibus or any similar or smaller vehicles we may need to hire. You will need to have a D1 present on your driver's licence.

TECHNOLOGY

Understanding technology can make everyday living much easier if you have sight problems, but knowing where to start can be tricky. At Galloway's we provide a technology service to empower people affected by sight loss.

If you need help with tablets, smartphones, computers or other specialist software, our friendly team are on hand to work with you and give you all the information you need, and if you're tech savvy then your involvement could be crucial in helping others to get to grips with some of the technology available to people with a visual impairment.



BREW ME SUNSHINE

Opened in 2016, Brew Me Sunshine has not only become a welcoming venue and social hub for all within the Morecambe community, but also an integral part of our work offering information about visual impairment and Galloway's as a whole, in a friendly and relaxing environment. If you live locally and have experience or interest in helping out in a coffee shop, then please get in touch!



Our goal is not just to provide a great service, but to deliver the greatest service within our sector

The Essentials

Training

We offer a range of training relevant to different volunteer roles both internally and externally. We ask that all volunteers come along to a Visual Impairment Awareness Course at the first instance they are able to attend one. We organise them once each quarter and aim to make them available across all of the regions we cover. So, please look out for announcements regarding these if you have not been to one or if you would like a refresher.

Health and Safety

Volunteers should be aware that the legal responsibilities and obligations, under Health and Safety legislation which apply to Galloway's employees, extend to volunteers. Tasks undertaken by volunteers should be subject to risk assessment and appropriate safe systems of work put into operation.

Galloway's Health and Safety Policy and guidance documents are available digitally as well as in print upon request.

Smoking and Substance Abuse

All Galloways premises and events are smoke free. No smoking is allowed in or near our sites. Volunteers are asked not to smoke when wearing a badge, branded clothing or anything that would identify you with the charity. Volunteering whilst under the influence of alcohol or drugs will not be accepted.

GDPR & Intellectual Property

Your personal details will be stored in accordance with current data protection laws and will be treated in the same way as information held on paid employees. As a volunteer you may have access to personal information about others who may include; employees; children; and members of the public. This information must be handled correctly and sensitively. If

this is not done there can be serious consequences for organisations, their employees and volunteers. Galloways Data Protection Policy is available from your key contact and training from our E-Learning provider is available for relevant volunteer roles.

The rights to any original works that you may produce in the course of volunteering will belong to the charity, unless otherwise agreed. Examples include photography, artwork, graphic design and written work, including the results of research. We may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. We will endeavour to ask your permission before using your image, where possible or defer to your response in your volunteer application.

Insurance

Galloway's will ensure that adequate levels of Public Liability and Employer's Liability Insurance, which includes volunteers, are maintained at all times.

Volunteers are advised to restrict their duties and tasks to those set out in their role description, and to adhere to the policies and procedures of the organisation outlined in this document, in order to ensure that they remain insured.

Galloways is unable to accept responsibility for the loss, theft or

damage of personal possessions or valuables. If volunteers are asked to use their private motor vehicles as part of their volunteering role and it is agreed by the volunteer, it is the volunteer's responsibility to inform his/her insurer in writing that the vehicle is being used for voluntary work and provide Galloway's with relevant insurance and, if applicable, MOT certificates.

Expenses

We are extremely thankful that only a handful of volunteers request out-of-pocket expenses however it is our desire to ensure that if out-of-pocket expense allied to the role of a volunteer are requested, they are paid promptly. All expenses should be discussed and pre-agreed with your key contact, and you must keep hold of any receipts or tickets in order to be reimburse. Please request a copy of the volunteer expense form from your key contact.

Gratuity, Gifts, Loans and Benefits

To protect you in line with the Bribery Act you must highlight to your Key Contact if you are offered any gratuities, gifts, loans or other benefits from the customers/clients or suppliers. With the exception of flowers or chocolates, you cannot accept anything without the express written permission of your Key Contact.



Duty of Care

Any activity undertaken by a volunteer which involves others comes with responsibilities to “look after” those they help to provide a service for. Therefore, providing proper care for participants must be a major influence on the initial thinking of every event or planned activity. Volunteers must take reasonable care to avoid dangerous situations having regard to the age, knowledge, experience, health and physical ability of participants. Legally speaking “foreseeability” is the test. Therefore, if volunteers act reasonably given their level of expertise in the activity, any accidents or damage which might occur should not incur liability for either themselves or Galloways.

Whilst stressing the responsibilities of Galloways, staff and volunteers in providing support, the contributions and responsibilities of participants should also not be ignored. A responsible approach to the care of oneself and others is required by involved.

Child Protection

You may have concerns about a child or young person’s safety while volunteering for the Galloway’s.

If you believe that a child or young person is at risk of harm, or has been harmed, you must share information with your key contact or any member of staff immediately

so that the circumstances can be assessed to decide whether it is necessary to take immediate action to protect the child or young person. Volunteers must make themselves aware of the child protection arrangements within any external site they are volunteering in.

In these circumstances, consent from the child or parent is not necessary and should not be sought. Our colleagues will be able to provide immediate advice and guidance to support you or take any incident forward on your behalf.

Record your concerns and the action taken on a Child Protection Concern Form available from a Galloways member of staff. Police and social workers assessing the situation will let you know the outcome, and will contact the named person and or lead professional to let them know what is happening.



Adult Protection

Galloways is also committed to ensuring that adults who are more at risk in our community due to illness or disability are safe and protected from harm. If you encounter an adult who is more at risk due to illness and/or disability and who may be at risk of harm, you should inform your key contact straight away.

However, if someone’s health or safety is immediately threatened; you should always take steps to alert the emergency services to seek help and assistance. Do not delay seeking immediate help in an emergency. Key contacts should report concerns about adults at risk to the Adult Protection Unit as per our Safeguarding procedure. If key contacts have any queries, they can discuss them with the relevant Social Work Duty team. If there are more urgent concerns/queries outside of office hours, they can be discussed with the Social Work Out of Hours team.

Lancashire Social Work Out of Hours Team 0300 123 6722

Sefton Emergency Duty Team 0151 934 3555

Equal Opportunities and Diversity

Our Vision is to provide services which serve the needs of all in the community through social interaction, involvement in community affairs, educational activities, sports, leisure and recreational activities.

Our Equal Opportunities Policy sets out our intention to be fully inclusive in the way we operate and who we provide services to. We will bring our community closer together and challenge inequalities wherever they exist. You can help us do this by informing your key contact if you experience or witness any kind of discrimination.

Donation Advice

As a Volunteer, we are extremely grateful for you providing us with your time and talent.

As you will be aware, as a charity we also rely on donations and legacies which our community kindly gift to us.

Should you be asked advice about this, please direct them to fundraising@galloways.org.uk or call 01772 744148



**Thank you for joining our
Volunteer team and helping
us to make a difference to
even more lives...**



Where to find us...

Galloways Preston
Howick House
Penwortham
PR1 0LS

Galloways Chorley
1 Farrington Street
Chorley
PR7 1DX

Brew Me Sunshine
12 Victoria Street
Morecambe
LA4 4AH



galloways.org.uk

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