



RADLEY GOOD NEIGHBOURS

Volunteer Policy, Including Accident Reporting

Document Purpose

This document describes the Radley Good Neighbours (RGN) scheme policy for volunteer recruitment, retention and accident reporting.

Principles

- a. All RGN scheme volunteers are treated equally – see our policies on equal opportunities and use of ex-offenders for more details.
- b. Volunteer safety is of prime importance:
 - All volunteers are expected to read, and comply with, the risk management document(s) relevant to the tasks they perform.
 - The RGN scheme has appropriate policies, such as the lone worker policy, to maintain volunteer safety.
 - Any accident which happens while a volunteer is carrying out a task will be recorded and applicable lessons learned incorporated in relevant documents.
- c. Where appropriate, training will be offered to volunteers. This will both enrich the volunteer experience and provide a better service to users.

Implementation

1. The RGN Committee will monitor available training courses, and offer appropriate courses to volunteers consistent with the needs of the scheme and the volunteer.
2. Every user, volunteer and Committee Member has a responsibility to ensure that the policy is put into practice for both candidate and serving volunteers.
3. The RGN Committee Chairperson has overall responsibility for ensuring adherence to the policy.
4. The RGN Committee is responsible for:
 - a. The day to day implementation of the policy.
 - b. Ensuring the policy is communicated to all volunteers / Committee Members.
 - c. Ensuring that complaints are dealt with effectively and dealing with breaches of the policy.
 - d. On-going monitoring of the policy effectiveness, including identifying actions to address any gaps (e.g. training to address lack of safety awareness), and an annual policy review.
 - e. On-going monitoring of available training courses; offering courses to volunteers consistent with the needs of the scheme and the volunteer.
5. Volunteers are responsible for ensuring that any injury sustained while working on an RGN scheme task is appropriately treated. For minor injuries, such as a splinter, this might only require removal of the splinter. For more significant injuries, such as a deep cut which is bleeding heavily, this might require attendance at an A&E department for stitches.
6. Volunteers and Committee Members are responsible for:
 - a. Complying with the policy and ensuring its consistent application.
 - b. Attending and participating in relevant training when appropriate.
 - c. Reporting, recording and assessing any accident which happens while a volunteer is carrying out a task – see Attachment A.

Complaints

Complaints relating to breaches of this policy – for example allegations of unsafe operating practices – will be dealt with under the RGNS Complaints Procedure.



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Attachment A: Accident reporting, recording and assessment procedure

1. A volunteer must report any accident which occurs while they are carrying out a task to the RGN Coordinator via the RGN telephone number (07716 460 162). The accident must be reported as soon as possible after it occurs.
2. The RGN Coordinator will record details of the accident on the Job Sheet – at minimum the following information must be captured:
 - a. The date, time and a brief description of the accident (e.g. fell off step ladder while trying to get books down from a high shelf).
 - b. Details of any injuries to the volunteer / others (e.g. users, third parties) and any follow-up treatment which was, or will be, required (e.g. sticking plaster applied to small cut, visit to A&E to have stitches put in deep cut, etc).
 - c. Details of any damage to property (e.g. broken window pane), products (e.g. lawn mower blade broken by rock), etc.
3. The RGN Coordinator will assess the accident and, when appropriate, schedule a meeting with the RGN Chairperson, the user for whom the task was being done and the volunteer who was doing the task. Purpose of the meeting will be to review the circumstances around the accident and identify if there are changes required to RGN policies / risk assessments in order to reduce the likelihood of a similar accident occurring in the future.
4. The RGN Chairperson will ensure that any identified changes are made and communicated to the RGN Committee Members, Volunteers and Users.