

**Friends of St Peter's Great Berkhamsted
Rectory Lane Cemetery Project**

From Dead Space to Living Place

A guide for volunteers



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Welcome

A very warm welcome to you!

Thank you for volunteering with Friends of St Peter's Rectory Lane Cemetery Project.

We aim to ensure that those who give up their time to support our work feel valued, useful and proud to be part of the Rectory Lane Cemetery Project.

You will be helping to look after an invaluable heritage asset and a vital green space in the centre of our town – and, we hope, having an enjoyable and fulfilling experience while doing so.

Volunteering is central to the ethos of the Project and the delivery of our mission. As one of our team you will be making a positive contribution to the experience visitors have when they come here. **Thank you for getting involved.**

You are also our representative in Berkhamsted and beyond, telling people about the Project and encouraging them to visit and engage with everything the Cemetery has to offer.

This guide contains important and useful information about volunteering with us. Please read it carefully and keep it for reference. If you have any questions about the information in the guide or during your volunteering, please get in touch with one of us.

Thank you once again and welcome to this brilliant project!

Best wishes



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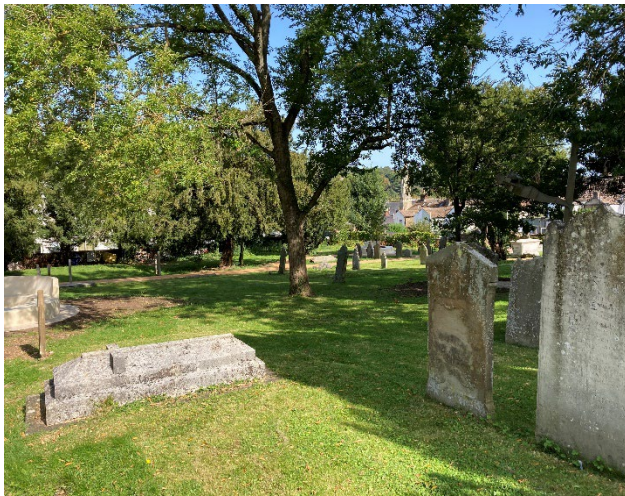


Background information

Rectory Lane Cemetery – where and what is it?

Rectory Lane Cemetery is actually a detached churchyard of Berkhamsted's 11th century St Peter's Church – opened in 1842 on land purchased for the town by the Countess of Bridgewater when there was no further burial space around the church itself, with voluntary donations from the local gentry. It occupies over three acres on the opposite side of the High Street to the church. It was the main burial place for the town until the 1940/50s and more than 7,000 people are buried here. The oldest (bottom) third of it is officially closed, and there is no further room in the rest of it for burials, although ashes can be interred here. For more of its history and the unique way it was established:

<https://www.rectorylanecemetery.org.uk/about/history/cemetery/>



What is the charity behind the Project?

The Friends of St Peter's Great Berkhamsted (charity no 1160314) launched the **Rectory Lane Cemetery Project** in 2014. They secured grants from the *Heritage Lottery Fund* (now the *National Lottery Heritage Fund*) and *Big Lottery Fund* for an ambitious three-year transformation project to rescue it from neglect and safeguard it for future generations to enjoy.

The Friends' governing body comprises eight Trustees who are legally responsible for ensuring that it is effective in achieving its charitable purposes and agreed outcomes. For more about the Friends:

<https://www.stpetersberkhamstedfriends.org.uk/about/friends/>

What is the aim of the Rectory Lane Cemetery Project?

The mission of the Rectory Lane Cemetery Project is not just to conserve the fabric of the cemetery – although we have done that; mending more than 60 memorials, the leaning gate-piers and memorial arch, walls, railings and gates – but to enhance the space sensitively; putting in accessible paths and attractive seating, creating a new Garden of Remembrance. It's also to promote it to the local community and visitors to the town as a special place they can access, learn and care about – in short, to turn it 'from a dead space to a living place'. The vision is a bold one:

to change perceptions of cemeteries as “dead spaces”, transforming ours into a vibrant and diverse contemporary garden of commemoration, a pivotal heritage asset and an environmental haven by making connections, promoting health and wellbeing and welcoming all



Careful analysis of the landscape and features of the Cemetery have led us to develop its three key areas, each with their own distinctive character:



A band of dedicated volunteers have worked hard since 2014 to secure funding, consult and engage with the public, interpret the site and put on community events. Along the way, more volunteers have been inspired to join them, lending their skills and time to achieve the vision.

The project team currently meets every two months, via Zoom. The team comprises:

Paul Crosland (Convenor & FoSP)	Hugo Hardy (Architect)
Robin McMorran (Website)	Ian Stephenson (Structural Engineer)
Elaine Mercer (PR)	Jeremy Biddle (Arborist)
Cathy Imber (Secretary, FoSP)	Jenny Sherwood (Research)
Ann Mosley	Penella Warren
Alan Mosley	Andrew Holder

with James Moir (Project Manager)
Kate Campbell (Community Engagement Officer)

To read their biographies: <https://www.rectorylanecemetery.org.uk/about/team/whos-who/>

For more about the project and what has been achieved:

<https://www.rectorylanecemetery.org.uk/about/project/launch/>

Management of the volunteering programme is the responsibility of the Community Engagement Officer, Kate Campbell: community@stpetersberkhamstedfriends.org.uk

To ensure that the project is run effectively with clear roles and responsibilities, the Organisational Model overleaf has been adopted. The plan is to populate all the roles within this working document. It should help you to see where you fit in!

Volunteering with the Rectory Lane Cemetery project

What can you expect now that you've joined us?

The short answer is:

- A warm welcome to a friendly and enthusiastic group – new friends
- The opportunity to contribute to a project in your community – to give back
- A role that suits your skills, interests and availability – and the support to do it well
- The potential to learn new skills – a sense of achievement
- A lot of appreciation of what you uniquely bring – thank you!



What do we expect from you?

The short answer is:

- An interest in the project and willingness to learn so you can carry out your role well
- Friendliness and respect for other volunteers and cemetery visitors
- To be a positive project ambassador with the public
- Adherence to our policies which are designed to safeguard you as well as the project
- Being able to rely on you!

Your volunteering role

By now a role for you within the project would have been agreed – but just in case you are interested in any others or want to change, the headline descriptions are included as an appendix to this guide.

How do you meet other volunteers, are there social events?

We have a fabulous, cosy, architect-designed and volunteer-built Retreat at the top of the Cemetery. This is where you can leave your belongings while working on site, be briefed on the day's activities, have your refreshment break and catch up with other volunteers. So vital winter volunteer tasks can be carried out, safe in the knowledge that you can reward yourself with a warm by the wood-burning stove with a cuppa!



Our volunteers enjoy getting together, not just to work, so we also organise regular social evenings for everyone involved in the Project. These take place upstairs at the Mad Squirrel on Berkhamsted High Street and you will be sent an invitation giving the dates of future meetings. Sadly, of course, they cannot happen at the moment due to the requirement to social distance.

Policies to protect both you as a volunteer and the Friends of St Peter's

Adopted by both the Friends of St Peter's (FoSP) and the Rectory Lane Cemetery Project (RLCP)

Volunteer Policy

This Policy was agreed by the Trustees of the Friends of St Peter's, Great Berkhamsted, September 2020

1. Principles

This policy is underpinned by the following principles:

- 1.1 FoSP will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the work of the Friends.
- 1.2 FoSP will ensure that policies and procedures are in place to protect volunteers, and that all volunteers have agreed to observe them.
- 1.3 FoSP does not, in principle, employ any staff and therefore volunteers are not recruited with the intention of replacing paid staff.
- 1.4 FoSP expects all volunteers to work positively with any consultants, contractors or staff who may be employed by FoSP.
- 1.5 FoSP recognises that volunteers require satisfying work and personal development and will seek to help volunteering work to meet these needs, as well as providing the training for them to do their work effectively.

2. Core values

FoSP has the following values at its heart:

- 2.1 Everyone has the right to volunteer without experiencing discrimination, and FoSP has a responsibility to treat volunteers fairly
- 2.2 Volunteering is a matter of free choice and there can be no compulsion to become a volunteer, or for the volunteer to donate more time than he/she is willing to give.
- 2.3 Volunteering is a valuable and integral part of society and volunteers deserve support and recognition.

3. Recruitment and selection

- 3.1 All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised. The process will adhere to our Equality and Diversity Policy principles – included in this Volunteers Guide.

4. Volunteer agreement and role outline

- 4.1 Each volunteer will have a volunteer agreement signifying these policies have been read and understood, and what FoSP undertakes to provide. This will be signed by both parties and a copy retained by both parties.
- 4.2 The accompanying role outline will set out:
 - Tasks to be undertaken, including any limitations and restrictions on activities or work areas
 - Days and hours of work
 - Any training to be undertaken as part of the role
 - Work-related responsibilities, including health and safety requirements
 - Organisational management and reporting structures of FoSP and RLCP.
- 4.3 Neither of these documents is a contract; FoSP has no intention of creating a contract with any volunteers. Each volunteer will also receive a copy of the Volunteers Guide and any updates to it which are subsequently issued.

5. Expenses

- 5.1 Volunteers are entitled to have their local travel expenses reimbursed.

5.2 Volunteers are encouraged to submit a claim for expenses, even if they decide to treat the expenses covered as a donation to FoSP.

5.3 Volunteers working at all-day events where there is catering provided will be given vouchers for refreshments / lunch. Details are provided in our Expenses Policy.

6. Induction and training

6.1 All volunteers will receive an induction into FoSP and their own area of work. Training will be provided as appropriate.

7. Support

7.1 All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems.

8. The volunteer's voice

8.1 Volunteers are encouraged to express their views about matters concerning FoSP and its work – in the first instance either via the Community Engagement Officer or the Project Convenor.

9. Insurance

9.1 All authorised volunteers are covered by FoSP's compulsory employers' liability insurance with Ecclesiastical whilst they are working at Rectory Lane Cemetery or engaged in any work on FoSP's behalf.

10. Health and safety

10.1 FoSP is committed to providing, as far as is reasonably practicable, a safe working environment for visitors, contractors, consultants, trainees, work experience placements and volunteers.

10.2 Volunteers are expected to take reasonable care of their own health and safety and that of fellow volunteers while working on behalf of the FoSP

10.3 Volunteers are expected to follow the H&S advice given by the supervisor of their work and comply with the Health and Safety Policy which is included in the Volunteers Guide.

11. Equal opportunities

11.1 FoSP operates an equality and diversity policy – a copy of which is in the Volunteers Guide. Volunteers will be expected to have an understanding of, and commitment to, our equality and diversity policy.

12. Problem solving

12.1 We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the Acceptable Behaviour and Problem-Solving Policy and procedure is included in the Volunteers Guide.

13. Confidentiality

13.1 Volunteers are expected to keep personal and sensitive information about other volunteers and the FoSP confidential – in line with our Confidentiality Policy, a copy of which is included in the Volunteers Guide.

13.2 FoSP adheres to GDPR regulations in how it maintains its records relating to individuals' data – both its volunteers, subscribers and supporters – in line with our Confidentiality Policy.

14. Responsibility

14.1 Overall responsibility for the implementation of this policy lies with The Trustees of The Friends of St Peter's.

Volunteers' Expenses Policy

This Policy was agreed by the Trustees of the Friends of St Peter's, Great Berkhamsted, September 2020

1. The aim of this policy

- a. Volunteers are entitled to have expenses incurred on behalf of the Friends of St Peter's reimbursed if they wish to claim.
- b. We are grateful to our many volunteers for not only providing their time free, but also, in many cases, choosing to meet incidental expenses from within their own resources i.e. at no charge to FoSP.
- c. This policy is intended to provide a clear set of rules to ensure that volunteers do not inadvertently incur expenses which we can neither justify nor reimburse. We need to ensure that our expenditure is relevant to our charitable objectives and can be fully justified; therefore, all expenses should be reasonable and kept to a minimum.

2. Claiming for expenses

- 2.1 Expenses must be claimed by completing the Volunteer Expenses Claim Form and sending it to the Community Engagement Officer for authorisation.
- 2.2 Only expenses submitted on the relevant form and correctly authorised will be reimbursed. Claims should be accompanied by invoices or VAT receipts if available.
- 2.3 All claims should be made within two months of expenses being incurred.
- 2.4 Only actual costs incurred can be reimbursed; expenses do not represent a reward or compensation for loss of time.
- 2.5 Activities likely to incur expenses for volunteers should be authorised in advance. The Friends can accept no liability for expenses that result from activities not agreed beforehand.
- 2.6 In some cases, volunteers' regular employers may be happy to absorb costs such as postage, telephone calls or photocopying - volunteers should clear this first with their employers.
- 2.7 The standard car mileage rate for volunteers working for FoSP is 45p per mile.

3. Reimbursement of expenses

- 3.1 All volunteers' expenses will be reimbursed by direct bank transfer.

4. Provision of refreshments

- 4.1 Volunteers who are assisting at FoSP events where on-site catering is being provided, are entitled to be issued with vouchers for refreshments.

5. Responsibility

- 5.1 Overall responsibility for the implementation of this policy lies with The Trustees of The Friends of St Peter's.

Equality and Diversity Policy

This Policy was agreed by the Trustees of the Friends of St Peter's, Great Berkhamsted, September 2020

1. Our aim

- 1.1 In carrying out its functions as a Charitable Trust, the Friends of St Peter's is committed to promoting equality of opportunity for all, and to ensuring that no individual is discriminated against in the planning and delivery of any of our activities.
- 1.2 We therefore aim to ensure that the values of equality, diversity, and respect for all are embedded into everything that we do.

2. About our policy

- 2.1 This policy is intended to demonstrate the Friends of St Peter's commitment to eliminating discrimination and encouraging and valuing diversity among contractors, volunteers, partners, suppliers, users of our services and Trustees.
- 2.2 We recognise our responsibilities under the Equality Act 2010 and are committed to meeting them in full. We believe that a culture that embraces equality and values diversity will help us to ensure that everyone feels involved and included in our plans, programmes and activities.
- 2.3 We will create an environment which respects and welcomes everyone, and in which no form of bullying, harassment, disrespectful or discriminatory behaviour is tolerated by anyone towards anyone. This particularly applies in relation to the 'protected characteristics' named in the Equality Act 2010: Age, disability, gender reassignment, income, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

3. Our responsibilities

- 3.1 The Friends of St Peter's understands that for equality to be achieved this policy needs to be made understandable to – and embraced by – staff, volunteers, suppliers, partners and Trustees.
- 3.2 All staff, volunteers, suppliers, partners and Trustees have a responsibility to ensure that their own language and actions are consistent with the spirit as well as the contents of this policy.
- 3.3 Overall responsibility for the implementation of this policy lies with The Trustees of The Friends of St Peter's.

4. Our commitments

- 4.1 The Friends of St Peter's recognises that an Equality and Diversity Policy alone is not enough to ensure that equality and diversity are central to everything that we do.
- 4.2 We will create an environment in which diversity and the contributions of all staff, volunteers, suppliers, partners and Trustees are recognised and valued in all that we do. In this way we aim to provide an example of good equality practice and promote community cohesion within Berkhamsted and Dacorum District.
- 4.3 In introducing this policy we recognise that many people are unfamiliar with the ways in which discrimination and disadvantage affect people's health, well-being and quality of life. We will therefore support people to develop equality awareness and understanding.
- 4.4 To ensure that we are meeting the aims and the spirit of this policy we will:
 - a) Discuss and review how well we are implementing this policy where necessary
 - b) Assess any significant new or revised policies and procedures for their impact on equality
 - c) Embed equality and diversity into our development plans
 - d) Ensure our practices and procedures are consistent with the aims of this policy.

5. Working with contractors, suppliers and partners

5.1 It is important to us that suppliers, contractors and any other individual or organisation working on behalf of the Friends of St Peter's are aware of and agree to comply with our equality and diversity policy while that work is underway. In addition, we are committed to:

- using accessible venues for events and meetings
- using plain English, and offering accessible communications, for example, emails, letters, reports and publicity materials as far as it is within our means to do so.

6. Review and Action

6.1 We recognise that it is important for us to regularly review this policy to ensure that it reflects up to date equality legislation and best practice.

6.2 A review of our Equality and Diversity Policy will be carried out at least once every three years and any necessary actions taken.

Acceptable Behaviour and Problem-Solving Policy

This Policy was agreed by the Trustees of the Friends of St Peter's, Great Berkhamsted, September 2020

1. Principles

1.1 The Friends of St Peter's (FoSP) and the Rectory Lane Cemetery Project (RLCP) appreciate and respect their volunteers and are grateful for their invaluable support. In most instances, volunteering with us is an enjoyable and positive experience and we have processes in place to support volunteers in their roles. Any issues which occur are normally resolved quickly between the volunteer and the Community Engagement Officer. Very occasionally, however, there may be situations that are more serious or require further investigation. This policy sets out the procedure that must be followed.

2. Unacceptable behaviour

a. The Friends of St Peter's want to create a safe space for everyone. Unacceptable behaviour includes, but is not limited to:

- Intimidation and harassment
- Being under the influence of alcohol or illegal drugs
- Misuse of internet for pornography or illegal purposes
- Misuse of FoSP's property or name in a way that could damage our reputation
- Not following health & safety guidance
- Racism, sexism, homophobia and other forms of discrimination and prejudice
- Physical violence or assault
- Deliberate damage to property
- Theft.

3. General principles

3.1 In order to promote equality of opportunity FoSP expects all volunteers to adhere to the following:

- Have respect for others and to treat others equally
- Be sensitive to the needs of others
- Be friendly and helpful
- Not to engage in offensive behaviour within FoSP or at FoSP events. This includes racism, homophobia, sexism, aggressive or unpleasant behaviour.

- 3.2. This policy applies to incidents which take place at events or activities held by the Friends of St Peter's or when a person connected to the Friends of St Peter's clearly plays a role in the incident. This means:
- Both (or all) people involved in the incident have a direct connection to FoSP or
 - At least one person involved has a direct connection to FoSP and the subject matter of the dispute is directly related to FoSP
- 3.3. This policy applies to all volunteers, including Trustees.

4. Problem-solving procedure

- 4.1 In the first instance the person with the complaint should talk to the individual whose behaviour they have a problem with, to try to sort out the problem informally.
- 4.2. If the person complaining has tried and failed to resolve the issue then they should raise the matter with the Community Engagement Officer personally or put it in writing. If the complaint is about the Community Engagement Officer then the volunteer should approach the Project Convenor. If the complaint is about the Project Convenor then the volunteer should approach the Trustees of the Friends of St Peter's.
- 4.3. The Trustees will identify someone to investigate the problem and discuss with the volunteer what action, if any, they would like taken. The investigator will interview the person(s) who has had the complaint made against them and any potential witnesses
- 4.4. At the meeting with the person(s) who have been complained about the investigator will:
- 4.4.1. Ask for their version of events
 - 4.4.2. Relay any specific observations about their behaviour
 - 4.4.3. Clarify what is acceptable behaviour in FoSP
 - 4.4.4. Explain what action they are going to take
 - 4.4.5. Explain what will happen if the behaviour continues
 - 4.4.6. If appropriate, discuss with the individual any support or training needs that may help them manage their behaviour more effectively.
- 4.5. The investigator will then make a decision to:
- 4.5.1. Take no further action, or
 - 4.5.2. Invite the parties concerned to a mediation meeting, or
 - 4.5.3. Verbally warn the volunteer(s) who has been complained about that any similar behaviour within a specified time period will result in further disciplinary action being taken by FoSP, or
 - 4.5.4. Issue a written warning to the volunteer, making clear the unacceptable behaviour, the time limit and the consequences of the warning, or
 - 4.5.5. Suspend the volunteer's participation in FoSP for a specified period of time, making clear the terms of return, or
 - 4.5.6. Permanently exclude the volunteer from FoSP activities.
- 4.6. The investigator's decision will be communicated to all parties within 15 working days of the matter being raised. In the case of a written warning, suspension or permanent exclusion, a written record will be kept on the volunteer's file and provided to the volunteer.
- 4.7. If the person(s) being complained about agrees to the proposals made, then this will be the end of the matter.

5. Appeal

- 5.1. If the person who is complained about does not agree they can appeal in writing to the Chair of the Trustees of the Friends of St Peter's. This should be done within 5 working days of the proposals being conveyed to the parties concerned.
- 5.2. The chair will ensure that the matter is considered by an Appeals Panel, which will consist of at least three people, including two Trustees and one volunteer. Anyone involved with the original complaint will be excluded from sitting on the panel.

5.3. The decision of the Appeals Panel will be final.

6. Confidentiality

6.1 Every stage of this process must be recorded and kept confidential to all parties.

7. Responsibility

7.1 Overall responsibility for the implementation of this policy lies with The Trustees of The Friends of St Peter's.

Health and Safety Policy

This Policy was agreed by the Trustees of the Friends of St Peter's, Great Berkhamsted, September 2020

1. Our aim

- 1.1 In carrying out its functions as a Charitable Trust, the Friends of St Peter's recognises its responsibilities under the Health and Safety at Work, etc Act 1974 and the Management of Health and Safety at Work Regulations 1999
- 1.2 FoSP is committed to providing, as far as is reasonably practicable, a safe working environment for all employees, and any other person, eg visitors, contractors, consultants, trainees, work experience placements and volunteers
- 1.3 FoSP recognises that a sound safety culture and the positive promotion of health and safety are very important.

2. About our policy

It is the policy of the Friends of St Peter's to:

- 2.1 Provide adequate control of the health and safety risks arising from our fund-raising activities and practical on-site maintenance/improvement volunteering work
- 2.2 Consult with volunteers on matters which may affect their health and safety whilst undertaking activities managed by FoSP
- 2.3 Provide and maintain safe equipment
- 2.4 Provide information, instruction and supervision for volunteers
- 2.5 Make reasonable endeavours to ensure all volunteers are competent to do their assigned tasks, and to give them adequate advice and training if required
- 2.6 Prevent accidents and cases of ill health and injury resulting from voluntary work activities
- 2.7 Ensure the requisite personal protective equipment is available and used
- 2.8 Ensure consultation with volunteers on matters affecting their health and safety.

3. Responsibilities

3.1 Responsibility for the implementation of this policy lies with The Trustees of The Friends of St Peter's. They will ensure that:

- Volunteers receive adequate and sufficient information, training and supervision on health and safety matters as appropriate
- A risk assessment is undertaken for each aspect of the activities which FoSP undertakes e.g. fund-raising activities, work in the Cemetery, guided walks, off-site stalls etc. taking account of risks to both volunteers and to members of the public
- All accidents arising from such activities are investigated and reported to the Chairman of the Trustees of FoSP

3.2 While volunteers have no specific duty under health and safety legislation, we expect them to:

- Take reasonable care of their own health and safety, including the wearing of

appropriate footwear and clothing (including hands, head, eye and ear protection where necessary).

- Take advice from, and if necessary, follow instructions of a FoSP officer or other responsible person (Lead Volunteer)
- Report any accident to the FoSP officer or other responsible person for any activity or, if appropriate to the emergency services, at the earliest opportunity
- Co-operate with FoSP in order to enable FoSP to comply with this policy.

4. Assessing and communicating risks

- 4.1 Health and Safety risk assessments will be carried out by the event organiser, or in the case of the Cemetery, the Community Engagement Officer and will be permanently recorded. They will be regularly updated with alterations and additions, including any actions subsequently taken.
- 4.2 Volunteers and visitors will be made aware of these risks at the start of each activity
- 4.3 As part of the risk assessment for the event, the organiser will consider whether the activity requires a trained First Aider to be present and will make arrangements accordingly
- 4.4 Volunteers and visitors will be advised of toilet facilities and first aid arrangements at the start of each activity
- 4.5 Volunteers should provide the activity leader with a contact telephone number to be used in case of illness or emergencies.

5. Training

5.1 Role-specific training will be provided and will cover:

- Risks identified and why they are significant
- Control measures needed and how these will be implemented
- What is expected from the person undertaking the role
- Fire evacuation, first aid and accident-reporting procedures.

5.2 Volunteers will be asked to sign a work agreement covering:

- Tasks to be undertaken, including any limitations and restrictions on certain activities or work areas
- Days and hours of work
- A declaration of fitness to work, such as a health questionnaire
- Any training to be undertaken as part of the role
- Work-related responsibilities, including health and safety requirements
- Organisational management and reporting structures.

6. First aid and accident reporting

- a. Volunteers and visitors will be advised of the First Aid provision for any particular activity or event.
- b. Any accident or case of ill health needs to be communicated to the activity leader, or at the Cemetery, to the Community Engagement Officer as soon as possible so that it can be recorded in the Accident/Incident Book for potential follow-up and learning.

The Trustees of the Friends of St Peter's undertake to review and revise this policy regularly in the light of events, and, as a minimum, every three years.

7. Example of a Health and Safety Risk Assessment

Rectory Lane Cemetery - volunteer working party			One or more individuals should be appointed as supervisors/activity lead and be responsible for the work done		
What are the hazards?	Who might be harmed and how?	What should be done?	What further action is needed?	Action by whom	Action when?
Physical capability	Injury can occur if a volunteer is physically constrained or is unaware of their physical limitations	Volunteers are warned not to participate if they are not physically able or are in any doubt about their physical capability	Supervisor should check that volunteers fulfil the physical check		
		Volunteers should not participate if they are taking any medication which may affect their wellbeing, or are under the influence of alcohol or recreational drugs			
		Nobody should participate if they are suffering or recovering from any illness, or an operation which could be aggravated by the work			
Over-exertion	Injury can be caused by excessive bending or stretching	Volunteers should not attempt to lift any parts of any memorial	Supervisor should check that regular breaks are taken and volunteers do not over exert themselves		
		Volunteers should not attempt to carry more than a reasonable amount to its disposable point			
		Volunteers should have regular and planned breaks			
Trip hazards	Serious injury can occur due to tripping over curbs	Volunteers should make themselves aware of where the curbs are in relation to their working space	Supervisor should check that volunteers are aware of the potential trip hazards		
		Volunteers should be particularly careful when walking between graves as parts of the curbs may be detached from the whole			
		Volunteers should make visitors aware of the trip hazards			
Working space	Volunteers could be vulnerable to injury if working alone	Volunteers should be aware of the location of other volunteers on the site	Supervisor should ensure that each volunteer has sufficient space to work safely		
	Volunteers could be vulnerable to Covid-19 if working too close together	Volunteers should be aware of appropriate social distancing measures			

Sharp objects	Injury can occur if a volunteer steps on, kneels on or handles sharp objects	Volunteers should keep sharp tools at a safe distance from their person when they are not being used. Tools left on the ground should be placed so that they are not a danger to the user or to other volunteers.	Supervisor should ensure that volunteers are aware of working in a safe environment and that they are wearing suitable protection		
		Volunteers should wear strong protective boots or shoes			
		Volunteers should wear protective gloves and knee protection			
Electricity	Risk of electric shock or electrocution from faulty equipment, adverse conditions or by inexperienced operators	Only Portable Appliance Tested equipment should be used	Supervisor should ensure that electrical equipment is not faulty, operated incorrectly or in adverse conditions		
		Equipment should be operated by experienced users			
		Equipment should not be used in wet conditions			
Adverse weather conditions	Wet grass or bare soil can be slippery	Volunteers should not work in adverse weather conditions	Supervisor should decide whether to stop work in adverse weather		
Hygiene and body protection	Infections can occur from open wounds being in contact with soil and vegetation	Volunteers should be able to wash their hands, particularly before eating	Supervisor should have access to spare protective body equipment, especially glasses		
		Volunteers should wear protective gloves when handling vegetation with sharp spines			
		Volunteers should wear protective eye protection when removing vegetation from any height			
		Volunteers should ensure they have valid and relevant vaccinations			

Emergency procedure	An emergency can occur at any time for many reasons	All accidents or emergencies must be reported to the supervisor to decide upon what action should be taken	Supervisor should prepare an emergency procedure; have access to the First Aid kit and to a mobile phone to contact an emergency organisation if necessary. Supervisor should log the emergency in the Accident Book		
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Safeguarding Children Policy

This Policy was agreed at the meeting of the Trustees of the Friends of St Peter's, Great Berkhamsted held on 25th June 2018 and was reviewed September 2020

- We are committed to implementing a safeguarding children policy, to accepting the Church of England Policy Protecting All God's Children (4th edition 2010) and to be responsive to local parish requirements.
- We will review and endorse our safeguarding policies annually so that all involved in the work of the Friends are aware of their responsibilities.
- The highest standards will be maintained in all our contacts with children and young people and adult volunteers will be given appropriate support and opportunities for training.
- We will respond without delay to every complaint made that a child or young person for whom we are responsible may have been harmed.
- The Friends will co-operate fully with the statutory agencies in every situation and will not conduct its own investigations.
- We will seek to offer informed pastoral care to any child, young person or adult who has suffered abuse.
- We will care for and supervise any member of our community known to have offended against a child.
- The Trustees of the Friends acknowledge their responsibility for all work with children and young people done in the name of the Friends and require all those engaged in such work to be properly appointed and supported in accordance with the Church of England Practice Guidance: Safer Recruitment (July 2016).

Safeguarding Vulnerable Adults Policy

This Policy was agreed at the meeting of the Trustees of the Friends of St Peter's, Great Berkhamsted held on 25th June 2018 and was reviewed September 2020

- We recognise that everyone has different levels of vulnerability and that all adults should be offered respect and given inclusion and empowerment within the Church.
- We are committed to implementing a safeguarding policy for adults when they are vulnerable, to accepting the Church of England Policy on Safeguarding Vulnerable Adults (Promoting a Safe Church 2006) and to be responsive to local parish requirements.

- We will review and endorse all safeguarding policies annually so that all involved in the work of the Friends are aware of their responsibilities.
- We will carefully select those working with vulnerable groups and these workers will be given appropriate support and opportunities for training.
- We will respond without delay to every complaint made that a vulnerable adult for whom we are responsible may have been harmed.
- The Friends will co-operate fully with the statutory agencies in every situation and will not conduct its own investigations.
- We will seek to offer informed pastoral care to any adult who has suffered abuse.
- We will care for and supervise any member of our community known to have offended in a manner which could affect adults who are vulnerable.
- The Trustees of the Friends acknowledge their responsibility for all work with vulnerable people done in the name of the Friends and require all those engaged in such work to be properly appointed and supported in accordance with the Church of England Practice Guidance: Safer Recruitment (July 2016).

We have appointed as our person responsible for safeguarding: **Peter Williamson**

Mobile 07788 674501

email peter.williamson47@btinternet.com

If you have any concerns about a safeguarding issue, do please contact Peter Williamson

Photography Policy

This Policy was agreed by the Trustees of the Friends of St Peter's, Great Berkhamsted, September 2020

We recognise that the taking of photographs of children and young people under 18 and vulnerable adults, for sharing in publications, websites and social networking sites to promote the work of the Friends of St Peter's needs to adhere to certain rules as part of our safeguarding obligations. For ease, the term 'subject' is used here to encompass children, young people under 18 and vulnerable adults.

1. We will not use subjects' names in photograph captions. If a subject is named, we will not use the photograph.
2. We will obtain the subject's permission to use their image – making them aware that the photography is taking place and how the picture is going to be used.
3. We will use a parental /guardian permission form to obtain consent for a subject to be photographed and videoed and keep the consent form on record.
4. We will only use images of subjects in suitable clothing to reduce the risk of inappropriate use.
5. We will instruct professional photographers or the press who are invited to an activity or event, making clear our expectations of them in relation to child and vulnerable adult protection.
6. We will not allow photographers unsupervised access to children and vulnerable adults
7. We will endeavour to ensure that parents, carers, family members and others understand the policy.
8. We will not store hard copy images. In the case of the RLCP, we will store electronic images on the password-protected project computer.

Overall responsibility for the implementation of this policy lies with the Trustees of The Friends of St Peter's.

Volunteer Confidentiality and Data Protection Policy

This Policy was agreed by the Trustees of the Friends of St Peter's Great Berkhamsted, September 2020

1. At Friends of St Peters, we all have a responsibility to ensure individuals and other organisations can trust us, so it is essential that anyone who has access to confidential, personal and sensitive information whilst performing a volunteer function for or on behalf of the Friends of St. Peter's understands how to handle, store and share it appropriately, so that the Friends of St Peter's complies fully with the General Data Protection Regulation (GDPR) and any such similar legal instrument that comes into effect after the departure of the United Kingdom from the European Union.
2. Information is held on data subjects within the organisation which you may have access to and/or communication with these data subjects. As a FoSP volunteer, you must not share this information outside the charity, send it by any means to any third party, share it in general conversation or use it for your own purposes whilst in your role or once your role has ended.
3. As part of your volunteer role, you will be provided with support and information relevant to your specific volunteer role and we encourage you to ask for GDPR support whenever you need it.
4. Confidential information must only be used for the specific purposes it was intended for and shared on a 'need to know' basis. This may include:
 - a. Information from phone conversations
 - b. Volunteer personal information
 - c. Medical and health information
 - d. Financial information, both personal and organisational
 - e. Email/text message/letter content
 - f. Contracts e.g. a local contract with a service provider
 - g. Information about the charity's activities, finances, projects and future plans
5. Personal information is any information that can be used to identify a living individual such as their:
 - a. Name
 - b. Date of birth
 - c. Address
 - d. Email address
 - e. Phone number
 - f. Social media profile
6. Sensitive information is information which could be used to discriminate against a living individual such as their:
 - a. Sexuality
 - b. Ethnicity
 - c. Religious or political beliefs
 - d. Mental or physical health.
7. All the above information may be written, spoken or electronic and can be accessed through a variety of ways including:
 - a. Phone conversations and records
 - b. Volunteer application forms
 - c. Medical/health forms
 - d. Volunteer activity lists
 - e. Emails/letters/text messages
 - f. Registers
 - g. Survey results
 - h. Social media sites e.g. Facebook posts and Twitter feeds
 - i. Something containing commercially sensitive information about the charity's activities, finances or planning.
8. FoSP acknowledges its rights and obligations under GDPR in regard to controlling and processing data. All volunteers who have or will have access to confidential, personal or sensitive information must fulfil their obligations to FoSP under the GDPR.
9. Information supplied to volunteers must be securely deleted upon request:

- a. Data received must be deleted upon receipt of a new set of information and no back-up copies kept
 - b. No information is to be passed onto any other organisation or volunteer without the express permission of FoSP.
10. If the circumstances arise that a volunteer breaches this agreement, then we would work with them to understand the circumstances surrounding the breach before deciding on a way forward, which may include asking them to step down from their role.
11. Overall responsibility for the implementation of this policy lies with the Trustees of The Friends of St Peter's.

Privacy Policy

This Policy applies to **Members of the Friends of St Peter's** and was agreed at the meeting of the Trustees of the Friends held on 12/11/2018 and reviewed September 2020

This privacy notice applies to the Friends of St Peter's, Great Berkhamsted (also herein referred to as 'Friends of St. Peter's' or 'FoSP'), a charity registered in England and Wales, number 1160314.

This document explains how we process members' personal information and gives details of our privacy policy. We will always refer to this policy when we ask you for your consent. This policy may be updated from time to time.

1. How we use members' personal information

Personal information you provide to us will be used for the purposes outlined at the time we collect it, in accordance with the wishes you have expressed and in accordance with the Laws of England and Wales. Personal data collected and processed by us may be used for the following purposes:

- a) Membership administration
- b) Donations and legacies administration (including the processing of Gift Aid)
- c) Volunteer administration
- d) Communication about Friends of St. Peter's activities, membership and fundraising.

The law allows us to use your personal information if we have a genuine and legitimate reason to do so and we are not harming your rights and interests. Please read the 'Legitimate Interest' section of this privacy policy for more. Personal data collected and processed by us may be shared – where necessary for administrative purposes – with volunteers and third parties working on behalf of the Friends of St. Peter's. We will not sell or give away your personal information to others. You will always be asked how you would like us to communicate with you. If you wish to change your preferences, you can contact us:

- a) by e-mail to Paul Crosland, Membership Secretary (peejaycee@yahoo.com)
- b) by post to Membership Secretary, Friends of St. Peter's, 11 Upper Hall Park, Berkhamsted, HP4 2NW.

2. Your choices

Some of the Friends of St Peter's communications are essential to fulfil our promises to you as a member, volunteer, or buyer of goods or services. These include but are not restricted to:

- Membership-related mailings such as your renewal reminder,
- Our regular newsletter and notification of events organised by the Friends of St Peter's or bodies associated with the Friends such as the Cowper Society or the Rectory Lane Cemetery Project,
- Transaction notifications for payments/direct debits etc.
- Information relating to your bookings and/or purchases.

For all other communications (including direct marketing and our e-news), you are able to choose which types you receive and, where possible, how you receive them. You can change your preferences at any time by contacting us:

- a) by e-mail to Paul Crosland, Membership Secretary (peejaycee@yahoo.com)
- b) by post to Membership Secretary, Friends of St. Peter's, 11 Upper Hall Park, Berkhamsted, HP4 2NW.

3. Legitimate interests

Under Data Protection law there are some circumstances where we may wish to use your personal information for our “legitimate interests”. We can do this if we have a genuine and legitimate reason and we are not harming any of your rights and interests. This means that before we contact you we will carefully consider both the legitimate aims and interests of our charity in carrying out our work to protect and promote the fabric of St. Peter’s Church and its churchyards, and the Court House and Court House Cottage in Berkhamsted, and the impact that any contact may have on you. If you are a member of the Friends of St. Peter’s, we believe that you share our values and expect to receive certain communications from us. These include, but are not restricted to, fundraising communications. We consider these to be our “legitimate interests” and that pursuing them will not harm your rights. If you wish to change the way we communicate with you, you can contact us:

- a) by e-mail to Paul Crosland, Membership Secretary (peejaycee@yahoo.com), or
- b) by post to Membership Secretary, Friends of St. Peter’s, 11 Upper Hall Park, Berkhamsted, HP4 2NW.

4. Consent

Where we need your consent to use your personal information for specific purposes we will ask for it. We will ensure that we act in accordance with your preferences, with Data Protection law and other relevant legislation.

5. Retention

We will retain your personal information only for as long as is necessary and consistent with the law. There is certain information that we are required by law to keep for set periods of time, for example, relating to Gift Aid records and safeguarding. In all other circumstances if you have had no communication with the Friends of St. Peter’s for at least five years we will ensure that all your personal information is deleted.

6. Third party websites

This privacy policy applies only to personal data collected and processed by the Friends of St. Peter’s. We are not responsible for the privacy policies of any third party websites or services – for example, those linked to from our website – that are not under our control. Friends of St. Peter’s, Great Berkhamsted Privacy Policy: Rev. 0: September 2018

7. Security and payment information

We will keep your personal information secure. No sensitive payment card information is stored on our database.

8. Your rights

You have the right to ask us for a copy of all the personal data held about you (a Subject Access Request). A copy will be sent to you as soon as possible but this will be not be later than one month after we have received your request. If you would like to access your personal data held by us, please apply, using the reference ‘Subject Access Request’:

- a) by e-mail to Paul Crosland, Membership Secretary (peejaycee@yahoo.com), or
- b) by post to Membership Secretary, Friends of St. Peter’s, 11 Upper Hall Park, Berkhamsted, HP4 2NW.

You have the right to request that your personal data is deleted. If you believe there has been a data breach and you are unhappy with our response, you may make a complaint to:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

9. Keeping your information up-to-date

We will keep the personal information we hold about you up to date. Please ensure you notify us of any changes by contacting us:

- a) by e-mail to Paul Crosland, Membership Secretary (peejaycee@yahoo.com), or
- b) by post to the Membership Secretary, Friends of St. Peter’s, 11 Upper Hall Park, Berkhamsted, HP4 2NW.

Appendix of documents

1. Volunteer Agreement

This Volunteer Agreement describes the arrangement between us, **the Friends of St Peter's Berkhamsted**, and **you** in relation to your voluntary work.

Part 1 Friends of St Peter's Berkhamsted

We, the Friends of St Peter's Berkhamsted, accept the voluntary service of _____
_____ beginning _____

Your role as a volunteer is _____

We commit to:

1. Adhering to the principles and processes set out in our **Volunteer Policy**, a copy of which is in the Volunteers Guide.
2. Reimbursing expenses incurred by you in doing your voluntary work in accordance with our **Volunteers' Expenses Policy**, a copy of which is in the Volunteers Guide.
3. Providing adequate training and feedback in support of our **Health and Safety Policy**, a copy of which is in the Volunteers Guide
4. Providing adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us
5. Ensuring that all volunteers are dealt with in accordance with our **Equality and Diversity Policy**, a copy of which is in the Volunteers Guide
6. Endeavouring to resolve any grievances or difficulties in accordance with our **Acceptable Behaviour and Problem-Solving Policy**, a copy of which is in the Volunteers Guide
7. Adhering to our **Safeguarding Children Policy** and **Safeguarding Vulnerable Adults Policy**, copies of which are in the Volunteers Guide
8. Operating in accordance with our **Volunteer Confidentiality and Data Protection Policy** and **Privacy Policy**, copies of which are in the Volunteers Guide.

Part 2 The volunteer

I, _____, agree to be a volunteer with the Friends of St Peter's Berkhamsted Rectory Lane Cemetery Project.

I confirm that I have read and understood the principles and Policies set out in the Volunteers Guide and understand what is expected of me as a volunteer with the Rectory Lane Cemetery Project.

I confirm I am happy with the role outline provided.

This agreement is binding in honour only, 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.

Agreed to: _____
Volunteer signature On behalf of Friends of St Peter's Berkhamsted

Date: _____

2. Volunteer role description

To be added to your document when role agreed

3. Expense claim

Please ensure you have read the Expenses Policy.

Name _____

Address _____

Email _____

I wish to claim the following expenses incurred by me in connection with:

Activity/event _____

Date of event _____

Details of items to be claimed – please attach receipts if possible.

Transport/ travel _____ Amount _____

Other expenses _____ Amount _____

_____ Amount _____

_____ Amount _____

TOTAL _____

Payment Information

Please complete your details below for direct bank transfer:

Account name _____

Account number _____

Bank _____

Sort code _____

Signature _____ Date _____

Please complete and send to community@stpetersberkhamstedfriends.org.uk or post to Kate Campbell, 31 Cedar Road, Berkhamsted, HP4 2LB