



Volunteer Handbook



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Welcome

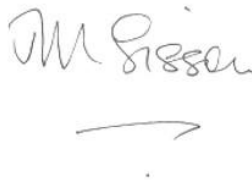
Thank you for choosing to volunteer with the Norfolk Archaeological Trust.

Volunteers are at the very heart of our organisation. You are NAT's face in the local community. You help our visitors enjoy our sites. You help us maintain and look after our sites, and you help raise money so that we can keep our sites in good repair. You are essential to everything we do.

We want to make sure that you get the most out of your time with NAT, and this handbook will provide you with a general overview of volunteering with us. Along with this handbook, you'll also receive information about your specific role, and the opportunity to learn more about NAT through our induction training. If you have questions about your role, please do not hesitate to get in touch with us.

We hope that you enjoy your volunteering role and look forward to hearing about your experiences.

Yours sincerely



Jonathan Sisson

Chairman

Norfolk Archaeological Trust – Who are we?

The Norfolk Archaeological Trust (NAT) was founded in 1923 with the purpose of acquiring selected sites within the county of archaeological importance which would benefit from sympathetic ownership.

Our vision: Protecting Norfolk's history for people to enjoy everyday.

Our mission statement: We work with local communities to save Norfolk's irreplaceable historical sites and to share them with everyone.

We are a registered charity which derives income from its properties, through rent and through farming and agri-environmental funding schemes; from membership subscriptions (£15 per year); and from donations and legacies. More information can be found at <https://www.norfarchtrust.org.uk/support-us/>

NAT is a small membership organisation with a volunteer Council, and two part-time staff: The Director and a Volunteer Coordinator. It is supported by a team of approximately 80 volunteers who are in a variety of roles from tour guides and school guides to wildlife surveyors and site wardens.

We liaise closely with several local groups and stakeholders to help us look after our sites.

For more information on the history of NAT and what we do visit www.norfarchtrust.org.uk

NAT owns and manages 11 properties across Norfolk:



Binham Priory



Burgh Castle Fort



Burnham Norton
Friary



Caistor Roman Town



Fiddler's Hill



Filby Chapel



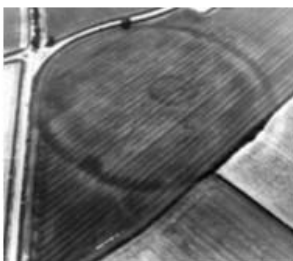
Middleton Mount



Pykerell's House



St Benet's Abbey

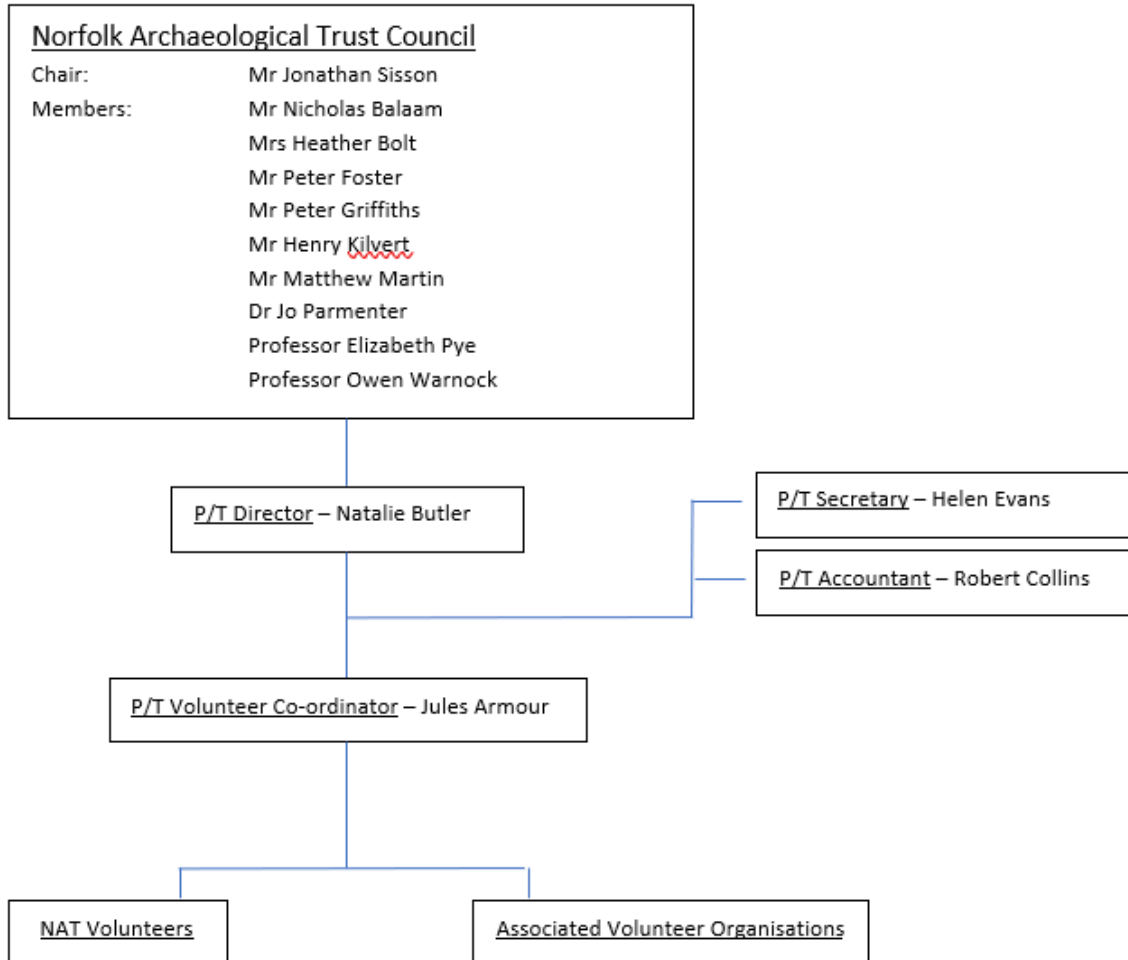


South Creak
Hillfort



Tasburgh Enclosure

Organogram



Our Volunteering Promise

Volunteers play an invaluable part in helping NAT across all of our sites. We want to make sure all our volunteers have the skills and support they need to carry out their roles. To make your volunteer journey with us as enjoyable and rewarding as possible for both you and the organisation, we will:

- Provide a full induction for all new volunteers
- Offer training for all new volunteers as well as highlight any on-going training opportunities as you develop in your role
- Provide a named person with whom you can discuss your volunteering role
- Hold meetings and an annual survey in which you can feed back on your volunteer experience with us so we can continue to grow and improve
- Provide you with a name badge to identify you as a volunteer
- Ensure you have everything you need to carry out your role in a safe manner
- Provide an environment which is free from unfair treatment
- Reimburse agreed incurred travel expenses
- Encourage social opportunities
- Recognise successes and long service

In return, we ask volunteers too: -

- Attend appropriate induction and training sessions
- Commit to NAT's policies, vision and promises and abide by them
- Keep a record of your hours

Volunteers give their time freely to support Norfolk Archaeological Trust and are not paid. All volunteers are asked to read and adhere to the above Volunteering and Customer Service Promises which are binding in honour only and not intended to be a legally binding contract between the Norfolk Archaeological Trust and the volunteer. The voluntary commitment may be cancelled at any time at the discretion of either party and does not create an employment relationship either now or at any time in the future.

Our Customer Service Promise

We want visitors to actively engage with our sites so that we can work together to ensure their future conservation. We also want our visitors to recommend our sites to others and to return time and time again to our sites. It is therefore important to us that our visitors have a safe and enjoyable experience at our sites. Volunteers are NAT's face in the community and at our sites. We therefore ask all volunteers to follow our customer service promise: -

- **All our visitors are made to feel welcome on our sites**
 - ✓ you wear your name badge and high-vis
 - ✓ you are warm, friendly and approachable
 - ✓ you refrain from smoking / vaping on site
- **We maintain a safe environment for our visitors**
 - ✓ you report back any health and safety concerns to the Volunteer Coordinator or Director e.g. broken fences, fallen trees, holes in the ground etc.
 - ✓ if you are leading a guided tour or other visit, you pre-check the area beforehand to check for any health and safety hazards, and you provide a safety briefing at the beginning of the visit
- **We provide our visitors with all the information they need to learn about the site**
 - ✓ you answer any questions visitors have about the site or signpost them to other sources of information if you don't know the answer
 - ✓ you always attend your designated tour or other activity and arrive in plenty of time
 - ✓ if for some reason you cannot make your designated activity you will do your best to organise cover by liaising with fellow volunteers

Code of Behaviour for Volunteers

As an adult volunteering for Norfolk Archaeological Trust you have a responsibility to ensure that everyone attending Norfolk Archaeological Trust's activities, particularly children, young people and vulnerable adults, are protected from harm, as set out in our Safeguarding policy, and supporting policies. All NAT's policies can be downloaded from the website www.norfarchtrust.org.uk/policies/. It is the responsibility of each adult volunteering with Norfolk Archaeological Trust to ensure that:

- ✓ your behaviour is appropriate
- ✓ you observe the rules established for the safety and security of children, young people and vulnerable adults
- ✓ you follow the procedures following suspicion, disclosure or allegation of child abuse
- ✓ you recognise the position of trust in which you have been placed
- ✓ in every respect, the relationships you form with the children, young people and vulnerable adults in your care are appropriate.

Anyone who wishes to volunteer with Norfolk Archaeological Trust must accept, understand and put into practice our Safeguarding policy.

Dos and Don'ts

To give positive guidance the Code of Behaviour (below) provides a list of 'do's and 'don'ts to help you ensure that:

- the welfare of the children and/or young people and/or vulnerable adults for whom you may have a duty of care is safeguarded
- you avoid placing yourself in a compromising situation or creating opportunities for misunderstandings or allegations.

Code of behaviour

- ✓ **DO** put this code into practice at all times
 - ✓ **DO** treat everyone with dignity and respect
 - ✓ **DO** set an example you would wish others to follow
 - ✓ **DO** treat all young people equally - show no favouritism
 - ✓ **DO** plan activities that involve more than one other person being present, or at least are within sight and hearing of others
 - ✓ **DO** follow recommended adult/young people ratios for meetings and activities
 - ✓ **DO** respect the right to personal privacy of a child, young person or vulnerable adult
 - ✓ **DO** avoid unacceptable situations within a relationship of trust, eg: a sexual relationship with a young person, or vulnerable adult over the age of consent
 - ✓ **DO** allow children, young people and vulnerable adults to talk about any concerns they may have
 - ✓ **DO** encourage others to challenge any attitudes or behaviours they do not like
 - ✓ **DO** avoid being drawn into inappropriate attention seeking behaviour eg: tantrums and crushes
 - ✓ **DO** make everyone aware of Norfolk Archaeological Trust's procedures for safeguarding children, young people and vulnerable adults
 - ✓ **DO** remember this code even at sensitive moments eg when responding to bullying, bereavement or abuse
 - ✓ **DO** keep other members of staff/volunteers informed of where you are and what you are doing
 - ✓ **DO** remember someone else might misinterpret your actions, no matter how well-intentioned
 - ✓ **DO** take any allegations or concerns of abuse seriously and refer immediately.
-
- ☒ **DO NOT** trivialise abuse
 - ☒ **DO NOT** form a relationship with a child, young person or vulnerable adult that is an abuse of trust
 - ☒ **DO NOT** permit abusive peer activities eg: initiation ceremonies, bullying
 - ☒ **DO NOT** engage in inappropriate behaviour or contact - physical, verbal, sexual
 - ☒ **DO NOT** play physical contact games with children, young people or vulnerable adults
 - ☒ **DO NOT** make suggestive remarks or threats to a young person, even in fun
 - ☒ **DO NOT** use inappropriate language - writing, phoning, email or internet
 - ☒ **DO NOT** let allegations, suspicions, or concerns about abuse go unreported
 - ☒ **DO NOT** just rely on your good name to protect you

Frequently Asked Questions

Absence

If you are unable to attend your volunteer shift and can give more than 2-3 days notice, please contact your main point of contact as discussed in your induction.

If you need to cancel closer to the time, please do your best to liaise with fellow volunteers to arrange cover.

Ending volunteering

You are of course free to stop volunteering at any time. However, it would be very helpful to your colleagues and to NAT if you could complete the exit survey so we can make any necessary improvements for the future.

Problem solving

If at any point you have concerns over your volunteering with NAT you should discuss this with your main point of contact as discussed in your induction. If your problem relates to this person, you can discuss this with the Volunteer Co-ordinator, Director, or the Chairman. You can see our full problem solving procedure on the website at <https://www.norfarchtrust.org.uk/policies/>.

Bullying & Harassment

If you feel you have been subject to bullying or harassment while carrying out your volunteer role for NAT, please contact the appropriate person as set out in the Problem-Solving Procedure to discuss the issue in confidence. Our policy on Bullying & Harassment can also be found at <https://www.norfarchtrust.org.uk/policies/>

Contacts

Director, Natalie Butler nataliebutler@norfarchtrust.org.uk

Volunteer Coordinator, Jules Armour julesarmour@norfarchtrust.org.uk

Volunteer Forms

Over the next pages are several forms that you will need during your volunteering with the Norfolk Archaeological Trust: -

- Incident Reporting Form

NAT is committed to visitor safety at all its sites. Finding out about accidents or incidents and learning from them will help NAT to manage visitor safety effectively.

As volunteers who are regularly on our sites or interacting with our visitors, you are in the best position to let us know when an incident has happened, whether it's a first aid incident with your tour group or you spot some property damage while on site. We also want to hear about near misses so we can avoid issues happening again.

To help report this we have an incident reporting form. A copy is included in this handbook for reference and you can download an electronic version on the website at <https://www.norfarchtrust.org.uk/support-us/#volunteer>. Please complete it with as much detail as possible and email it as soon as you can to the email address on the form.

- Volunteer Record of Hours

We really value the time you give us. To help us understand how much time our volunteers are donating, please complete this record of hours and send to julesarmour@norfarchtrust.org.uk on a regular basis. The form can be found on the website at <https://www.norfarchtrust.org.uk/support-us/#volunteer>.

- Volunteer Travel Expenses Claim Form

As a volunteer you can reclaim your travel expenses when carrying out a volunteer activity with us. This is currently set at 30p per mile. Please check with us in advance if your trip is going to be more than 40 miles there and back, or if you are likely to complete more than 3x 40 mile round trips per year.

The expenses form can be found on the website <https://www.norfarchtrust.org.uk/support-us/#volunteer>.

This form can also be used to claim any expense that might be incurred during your volunteering activity, such as postage. Receipts need to be scanned and sent with the form and purchases should be authorised by your main point of contact first.

- Volunteer Car Insurance Letters

To make sure your car is covered for your volunteering activity we advise that you contact your car insurance company and let them know that you are using your car as a volunteer with the Norfolk Archaeological Trust. This should incur no cost.

We provide a letter confirming that you are a volunteer and a template letter for you to complete and send to your insurance company. Both letters are included in this pack so you can print and complete. Electronic copies can be obtained from julesarmour@norfarchtrust.org.uk

Incident reporting form (download at <https://www.norfarchtrust.org.uk/support-us/#volunteer>)



Accident or Dangerous Incident Report Form

The Trust is committed to visitor safety at all its sites. Finding out about accidents or incidents, and learning from them will help the Trust to manage visitor safety effectively.

To report an accident or dangerous incident which has occurred on a Trust site or was connected to Trust activities, please complete this form and return to info@norfarchtrust.org.uk

1. About You					
Name:					
Telephone Number:					
Email Address:					
Status:					
	Employee		Volunteer		Member of the Public
2. About the Incident					
Date:					
Time:					
Location:					
Sketch plan or photo if possible/necessary					
What happened:					
	First Aid		Theft/Loss of Property		Near Miss
Describe the incident:					
3. First Aid Incident					
Full name of injured party:					
Home address & postcode:					
Age:					
Are they:					
	Member of Public		Volunteer		Employee Contractor Other
Did the injury result in death:					
			Yes		No
If worker/volunteer.....					
Did the injury prevent a worker/volunteer from carrying out their routine work for more than 7 days?					
			Yes		No
If the injury was to a worker/volunteer, was the injury one of these in the list below? (please tick):					
<ul style="list-style-type: none"> • fractures, other than to fingers, thumbs and toes • amputations • any injury likely to lead to permanent loss of sight or reduction in sight • any crush injury to the head or torso causing damage to the brain or internal organs 					

- serious burns (including scalding) which:
- covers more than 10% of the body
- causes significant damage to the eyes, respiratory system or other vital organs
- any scalding requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
- lead to hypothermia or heat-induced illness
- required resuscitation or admittance to hospital for more than 24 hours

If member of the public.....

Did they have to go to hospital?	Yes	No
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4. Witnesses

Witness 1:

Name:

Address and Post Code:

Telephone Number:

Status:	Employee	Volunteer	Contractor	Member of the Public
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Witness 2:

Name:

Address and Post Code:

Telephone Number:

Status:	Employee	Volunteer	Contractor	Member of the Public
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Thank you for completing this form. Please send it to info@norfarchtrust.org.uk

Office use only

Witness 1:

Written statement: Y/N

Electronic file reference:

Witness 2:

Y/N

Severity: Near-miss / Minor / Significant / Serious

Action taken to prevent recurrence:

Health and safety report

Action:

Date:

Accident report received.....

Recorded (on computer).....

Investigated (date/by).....

RIDDOR reported (date).....

RIDDOR reported (method).....

Signature:

Date:

Volunteer Record of Hours (download at <https://www.norfarchtrust.org.uk/support-us/#volunteer>)

We really value the time you give us. To help us understand how much time our volunteers are donating, please complete this record of hours and send to julesarmour@norfarchtrust.org.uk on a regular basis.

Thank you!

Volunteer Name	
Site Volunteer at	

Date	No. of Hours Volunteered	Volunteer Role

Volunteer Expenses Claim Form (download spreadsheet version at <https://www.norfarchtrust.org.uk/support-us/#volunteer>)

Name (please print)

Home Address

Email

Telephone

Date	Description of project/details of journey	No of miles	Miscellaneous expenses
Total no of hours	Sub totals	0	0.00
	0 miles claimed @ 30p per mile		0.00
	Total claim		0.00

Signed

.....

Approved

.....

Volunteer Confirmation Letter

5 Francis Road, Long Stratton,
Norwich, NR15 2XT

Telephone: 07873 733229

Email: nataliebutler@norfarchtrust.org.uk

www.norfarchtrust.org.uk

Our ref: NAT/CD/Volunteers

To whom it may concern

Dear Sir/Madam

Use of car for volunteering

This letter confirms that the policy holder is a volunteer for Norfolk Archaeological Trust. From time to time this voluntary role will include use of their car and may include carrying passengers. The role does not include using the car for business. The volunteer is not being paid for their voluntary activities but is eligible for out of pocket expenses.

I would be grateful if you could confirm for this volunteer that their current car insurance policy covers any passenger or third party claim which might arise out of the use of the vehicle for this purpose.

Yours faithfully



Natalie Butler

Director

Volunteer Letter to Insurance Company

Name

Address

Date

To Insurance Company

Dear Sir or Madam

RE: Policy Number:

I intend to undertake voluntary roles for the Norfolk Archaeological Trust (NAT) and from time to time, I will use my vehicle to carry passengers or to carry out other duties, as requested. Please find enclosed a letter from NAT confirming that I am a volunteer for their organisation.

I will receive a mileage allowance for these journeys to cover the running costs of my vehicle in accordance with Article 66A of the Road Traffic (Car Sharing Arrangements) (Northern Ireland) Order 1981, which exempts me from Passenger Service Vehicle licensing laws. Such expenses will be claimed strictly on a non-profit basis. Also I expect that my premium will qualify under social, domestic and pleasure use, as I am not an employee for the organisation and I carry out my role on a voluntary basis without receiving a salary.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving. Please also confirm that my insurance policy contains a clause indemnifying the agencies with which I am a volunteer against third party claims arising out of the use of my vehicle for such voluntary roles.

Yours faithfully

Signature of Policy Holder