



**WELCOME**

**TO VOLUNTEERING**

**THE HANDBOOK FOR VOLUNTEERS**



**Save the  
Children**

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**PLEASE NOTE:** if any of the hyperlinks in this document don't work, the most recent versions of all documents can be found in the [Assemble Document Hub](https://volunteer.savethechildren.org.uk/portal/hub).  
<https://volunteer.savethechildren.org.uk/portal/hub>



Photo: Adam Hinton/Save the Children



# WELCOME TO THE TEAM

Welcome to your volunteering role at Save the Children. Thank you for sharing your skills, passion and energy with a global movement that supports children to realise their rights to healthy, happy and fulfilling lives, and to explore a world of possibility.

You are joining thousands of people across the UK - in community groups, in our shops, in our offices and from their homes - who are generously giving their time to our cause. You are joining families, supporters and partners who work to help give every child the chance to fulfil their potential.

This handbook provides you with essential information about volunteering with Save the Children. The specific information you will need for your volunteer role will be covered as part of your induction.



Whatever your background, and for however long you spend with us, we hope you thoroughly enjoy your volunteering experience.

Thank you, again, for your time and dedication to Save the Children.

**Tsitsi Chawatama-Kwambana**  
Chair of the Board of Trustees



## TOGETHER WE POWER POSSIBLE

“WHEN I GRADUATE,  
I WANT TO BECOME  
PRESIDENT OF  
SOUTH SUDAN.”

This is Peter\*. He was a child soldier in Uganda, but escaped to South Sudan. We're helping him rebuild his life and get an education. Now he's dreaming big.

**This is how - together -  
we power possible.**



# OUR WORK

# AT SAVE THE CHILDREN UK

“ I WOULD LIKE TO BE A PE TEACHER THAT WORKS WITH UNPRIVILEGED KIDS... KIDS SHOULD BE HELPED TO FOLLOW THEIR DREAMS... ”

This is Lexie, 11, from Wallsend. She's just one of the UK children we've helped catch up with the learning they lost during the pandemic. Now she can think about her next steps.

**This is how – together – we power possible.**



**AS A SAVE THE CHILDREN VOLUNTEER,  
YOU ARE SPARKING NEW POSSIBILITIES  
FOR CHILDREN LIKE LEXIE AND PETER.**

**WHAT WE DO**

# THE DIFFERENCE

# YOU HELP US MAKE

**Save the Children helps children facing disease, hunger, violence and disaster to survive and thrive. We don't just provide immediate short-term support – we enable real change that lasts a lifetime.**



You're helping us make sure children in the UK and across the world are well fed, healthy and learning – so they can grow up to fulfil their potential.

Here are just some of the ways we powered possible in 2021:

- ▶ We made sure 250,000 kids in 195 countries could keep learning through the pandemic thanks to Kaya, our ground-breaking online education platform.
- ▶ We helped UK families get an extra £20 a week during the pandemic to help them put food on the table and make it through one of the toughest periods of all our lives.
- ▶ As conflict swept Afghanistan, we stayed to help children rebuild their shattered lives – making sure as many as possible could get nutritious food and stay in school.
- ▶ In Bangladesh, where child malnutrition is all too common, we made sure thousands of children got the food they need to learn and grow.

**As a volunteer, you'll be helping make this kind of life-changing work possible for children everywhere.**



Photo: Tom Maguire/Save the Children



**WE DIRECTLY SUPPORTED  
44.9 MILLION  
CHILDREN IN 2020**

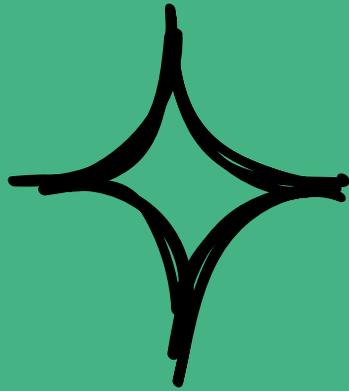
## OUR AMBITION

**We're working towards three big ambitions, so that by 2030:**

- ▶ no child dies from preventable causes before their fifth birthday
- ▶ all children learn from a quality basic education
- ▶ violence against children is no longer tolerated.

# OUR NEW STRATEGY

## LET'S MAKE BETTER POSSIBLE



In 2021 we launched our 2022-24 strategy to make lasting change for – and with – the children who need it most.

The strategy sets out how we'll work to keep children healthy, safe and learning – so they can be who they want to be.

We'll tackle the triple threat of Covid, conflict and the climate crisis, making sure children have:

- ▶ a healthy start in life
- ▶ a safe return to school
- ▶ a childhood free from violence
- ▶ the ability to cope with future shocks.

Here in the UK, we'll focus on children's learning and on helping struggling families.

And we'll hold our responsibility to safeguard children and their communities above all else.



# VOLUNTEERING WITH SAVE THE CHILDREN UK

More than a century on from the very first local volunteer fundraising committees, volunteers are still so important to our work. From community fundraisers to campaigners, from shop volunteers to researchers or youth advisory board members, our volunteers help us achieve more with and for children around the world.



Photo: Kate Stanworth/Save the Children

## Volunteering roles

We strongly believe you should benefit from the experience of volunteering with Save the Children UK – just as we benefit from your time, commitment and skills. That’s why we try to make our volunteering roles interesting and varied.

It’s also very important that you and we are clear on what’s expected from our volunteers. That’s why we’ve written a ‘role profile’ for every volunteering opportunity we offer. If you don’t already have a copy, ask your volunteer manager for one.

During your time as a volunteer, you may want to try out a different role, or take on more responsibility. Sometimes, this might mean going through a full application process. Other times, it might just involve a conversation with your volunteer manager.

If you’re thinking about trying something new, discuss and agree it with your volunteer manager, so they know how best to support you.



## Diversity and inclusion

Save the Children UK is committed to creating and promoting a safe, kind and inclusive culture. We’re dedicated to removing the barriers to working with us our staff and volunteers face. We’re also adopting practical measures to build a more diverse and inclusive organisation at every level. We want to encourage people with the widest possible variety of backgrounds and experiences to volunteer with us.

This is what our Code of Conduct, Respect at Save the Children Policy, Safeguarding Policy and Workplace Behaviours (see below) set out to help achieve.

## Volunteering Policy

As well as reading this handbook, which is relevant to all volunteers, your volunteer manager should also make sure you have a full induction. The induction will cover everything you need to know to get the most out of your role.

Save the Children UK’s approach to volunteering is set out fully in our Volunteering Policy. You can find it in the ‘Policies’ section of the ‘About Volunteering’ folder on the [Assemble Document Hub](#).



# SHARED EXPECTATIONS

**We want volunteering for Save the Children to be as enjoyable and fulfilling as possible. That's why we aim to create the ideal working environment – so you can get the most out of your role and we can all do our best work for children.**

Part of that is keeping children and anyone else encountering our work safe from harm. As you'd expect, we have some strict guidelines to protect children and some high expectations about how we all – staff and volunteers – need to conduct ourselves.

There are four key, closely related documents that set out the expectations for staff, volunteers and other representatives:

- ▷ [Code of Conduct](#)
- ▷ [Safeguarding Policies](#)
- ▷ [The Respect at Save the Children Policy](#)
- ▷ [Save the Children UK Behaviours Framework](#)

## Code of Conduct

Our Code of Conduct spells out how we expect everyone who works as an employee or volunteer to behave. We take failure to meet these standards of behaviour very seriously and may take appropriate action under the Volunteering Policy. All our volunteers now sign up to the Code of Conduct as part of the application process.

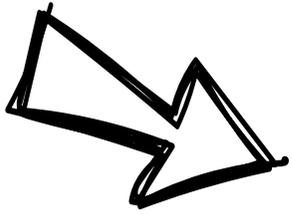
## Respect at Save the Children Policy

The Respect at Save the Children Policy aims to help us to:

- ▶ eliminate any form of discrimination, bullying, harassment or victimisation
- ▶ take such complaints extremely seriously, swiftly investigate them under the appropriate policy – the Volunteering Policy in the case of volunteers – and take the appropriate, proportionate action where necessary
- ▶ provide all employees and volunteers with guidance and training on our Workplace Behaviour, values and Code of Conduct (see above) so we share a common understanding of the expectations on every one of us to create a safe, kind and inclusive working environment
- ▶ provide employees and volunteers with the support they need to challenge poor behaviour in an appropriate manner.



Photo: Kate Stanworth/Save the Children



## Save the Children workplace behaviours

To help build a safe, kind and inclusive working environment for us all, we have identified a set of workplace behaviours. They support and are supported by our global values of integrity, accountability, ambition, collaboration and creativity.

### HOW WE SPEAK TO EACH OTHER

- ▶ We speak to each other in a kind and respectful manner
- ▶ We convey our message in an open, honest, purposeful and clear way
- ▶ We speak to each other rather than at each other, and check for understanding
- ▶ We clearly explain how and why decisions have been made

### HOW WE LISTEN TO EACH OTHER

- ▶ We seek and understand all voices, opinions and perspectives
- ▶ We listen with our full attention and with an open mind
- ▶ We provide a safe and supportive environment for others to talk
- ▶ We listen to each other and a diverse range of stakeholders in order to make considered and informed decisions

### HOW WE CHALLENGE EACH OTHER

- ▶ We challenge each other with positive intent
- ▶ We create a safe and inclusive environment where challenge and feedback are welcomed
- ▶ We challenge each other in a constructive, non-judgemental and timely way
- ▶ We challenge those decisions and actions that we believe contradict Save the Children's values and behaviours

### HOW OUR ACTIONS MATCH OUR WORDS

- ▶ We consistently do what we say we will do
- ▶ We take personal accountability when our actions do not match our words
- ▶ We use our actions to role model behaviours and values to empower others
- ▶ We act on our decisions in a timely and appropriate way

**If you think that other volunteers or staff members aren't demonstrating these behaviours, then speak to your volunteer manager who can support you in taking action.**



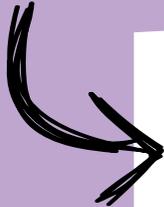
# WHAT YOU CAN EXPECT FROM US

- ▶ To value and respect you as a volunteer, whatever your background
- ▶ The opportunity to volunteer in a safe and welcoming environment
- ▶ A named member of staff – your volunteer manager – who will provide you with support and guidance, and be your first point of contact for any formal issues
- ▶ A clear role description and an explanation of your main activities
- ▶ An induction covering all the relevant policies and procedures to help you volunteer safely and successfully, and any necessary ongoing training
- ▶ To treat any personal information you give us with care and discretion – it will only be used in line with our [privacy policy](#) and [volunteer privacy statement](#)
- ▶ The opportunity to take on additional or different volunteering roles – going through the standard recruitment processes where appropriate
- ▶ The right to change your mind about carrying out a voluntary activity without being made to feel guilty
- ▶ To deal with any complaints or concerns you might have sensitively and promptly
- ▶ An environment where everyone we work with can expect to be kept safe from harm
- ▶ To recognise and celebrate your contribution and the contribution of all volunteers.



# WHAT WE CAN EXPECT FROM YOU

- ▶ To have good relations with everyone you meet as a volunteer, whether they're other volunteers, staff, supporters or the public
- ▶ To abide by our Code of Conduct, and act in line with our behaviour framework
- ▶ To act in accordance with the relevant policies and procedures as outlined during your induction and by your volunteer manager
- ▶ To ask your volunteer manager if you're unsure of something or need additional support or advice
- ▶ To participate in any relevant information-sharing and training sessions
- ▶ To report promptly any potential safeguarding concerns you may have about children or adults connected with Save the Children UK or our work
- ▶ To let your volunteer manager know if you have a complaint or a problem so it can be addressed as quickly and effectively as possible
- ▶ To let us know as soon as possible if your availability changes, or you can't volunteer when we're expecting you to so we can make alternative arrangements
- ▶ To treat any confidential information shared with you sensitively and in line with our [privacy policy](#) and [volunteer privacy statement](#)
- ▶ To let us know if your circumstances – for example, a relevant health condition or your contact details – change
- ▶ To protect the reputation of Save the Children UK: you should not volunteer while under the influence of alcohol or drugs; be involved in theft, fraud or the misuse of Save the Children UK property; or make public statements – in person or online – that are contrary to the values of Save the Children UK.



**It's important to note that these expectations aren't a legally binding contract. These are things we know are important in making sure that volunteering benefits both you and Save the Children UK.**



## SAFEGUARDING

The term 'safeguarding' here means the responsibility of organisations to take all reasonable steps to make sure their staff and other representatives, operations and programmes:

- ▶ do no harm to children or vulnerable adults
- ▶ expose children or vulnerable adults to abuse or exploitation.

It also involves responding appropriately when harm does occur.

Safeguarding those at risk of harm and the prevention of abuse is Save the Children UK's highest priority and takes precedence over all other considerations. It can involve taking action even when the incidents of abuse in question are from some time ago – there is no time limit to our accountability to children or vulnerable people.

**Save the Children UK takes a zero-tolerance stance against any form of exploitation and abuse of:**

- ▶ people who participate in our activities
- ▶ people with whom we work
- ▶ our own staff and representatives.

Everyone, regardless of age, disability, gender, race, religious belief, sexual orientation, gender expression or identity, and relationship status has the right to equal protection from all types of abuse under this policy.

Everyone at Save the Children must demonstrate the highest standards of behaviour towards children and adults in both our professional and personal lives. We must never abuse the position of trust that comes with being part of our organisation. We must do all we can to be aware of the risks to children, to prevent harm, and respond to child abuse – everyone with a concern should report it at once.

## Safeguarding children

Keeping children safe is our highest priority.

By minimising the risk of harm to children we can live our values as a global children's rights organisation and help children to fulfil their potential now and in the long-term.

Child safeguarding is the term we use to describe our approach to keeping children safe. It incorporates the measures we take to promote the welfare of children and protect them from harm. That can range from how we recruit people who have contact with children to how we ensure our events minimise potential risks to children.

If you observe inappropriate behaviour towards a child or have concerns about their welfare – even if they aren't connected with Save the Children – you should report it in accordance with the child safeguarding procedures.

We outline below Save the Children's Child Safeguarding Policy and the procedure you must follow if you are concerned that a child is being abused. Save the Children staff and volunteers are bound by this policy.

## Recognising abuse

Child abuse is when anyone under the age of 18 is being deliberately harmed or isn't being looked after properly. Children can be abused or exploited by a stranger, another child or young person, but usually abuse is perpetrated by someone they know well. Some forms of abuse happen without a perpetrator actually meeting a child, such as people abusing children online or viewing indecent images of children on the internet.

There are five categories of abuse:

- ▶ emotional abuse
- ▶ physical abuse
- ▶ sexual abuse – including sexual exploitation of children using technology
- ▶ neglect
- ▶ exploitation

Remember that bullying and domestic violence are also forms of child abuse.



## Safeguarding adults

Vulnerability may occur for a variety of reasons and change over time. We all have a duty to respond where necessary, regardless of whether a vulnerable adult is known to us, involved with us in any way or if instances of abuse may have occurred some time ago.

Someone is considered a 'vulnerable adult' if they are unable to protect or care for themselves by reason of a disability or circumstance. Factors that contribute to vulnerability include:

- ▶ medical conditions (including mental illness)
- ▶ learning difficulties
- ▶ times of severe trauma, stress or anxiety (e.g. bereavement, redundancy, a manic episode, etc)
- ▶ financial vulnerability (where making a donation could affect someone's ability to care for themselves or leave them in financial hardship)
- ▶ the influence of drugs or alcohol
- ▶ immigration status.

Save the Children UK staff and volunteers should ensure that any engagement with a vulnerable person is in that person's best interests. This may involve changing the way we conduct some activities or declining an offer of help, participation or a donation.

## Who to tell if you have a concern

**In an emergency, or if someone is at immediate risk, you must dial 999 for the emergency services.**

All volunteers and employees have a responsibility to raise promptly any concerns about safeguarding relating to children or vulnerable adults. Safeguarding concerns or incidents should be reported to the Safeguarding Focal Point by email at [focalpoint@savethechildren.org.uk](mailto:focalpoint@savethechildren.org.uk). The Focal Point inbox is monitored Monday – Friday, 9am to 5pm. Please be aware that the Integrity Line (0800 085 2563) is available 24 hours a day, and offers services in multiple languages. Save the Children UK's approach to safeguarding is set out in detail in our [Safeguarding Policy](#).

It's vitally important that you report all your concerns about welfare and behaviour to the Safeguarding team, so that we can fulfil our duty of care to those who trust us. If you're not sure whether to report something, you can always email the Focal Point or call the Integrity Line.

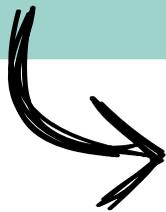


**FOCAL POINT**  
[focalpoint@savethechildren.org.uk](mailto:focalpoint@savethechildren.org.uk)

## Whistleblowing and the Integrity Line

If you feel unable to raise a concern about safeguarding or another matter through the usual reporting process (for example, because you feel previously raised concerns have not been acted upon), then you can follow Save the Children UK's Whistleblowing Policy. This identifies the named people - the executive director of HR, the CEO or the Whistleblowing trustee - you can contact.

If you do not feel confident about contacting a named person, you can anonymously call the Integrity Line (0800 085 2563 or <https://forms.theiline.co.uk/savethechildrenintegrityline>) which is managed by Crimestoppers on behalf of Save the Children UK.



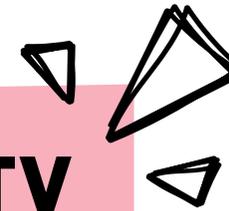
### INTEGRITY LINE

0800 085 2563

<https://forms.theiline.co.uk/savethechildrenintegrityline>



# HEALTH, SAFETY AND SECURITY



We do all we can to make sure your volunteer experience is safe and enjoyable, and that you get the guidance, training and supervision you need. As part of your induction, your volunteer manager (or appropriate other member of staff or volunteer) will make sure you have the relevant information to keep you and those around you healthy and secure.

Following the advice set out below will also help keep you and others safe. Make sure you are aware of health and safety measures where you're volunteering. Your volunteer manager can advise you if you're unsure.

When you're volunteering, if you ever feel you are not physically able to do something or do not have the required knowledge or skills, please let us know so we can support you.

It's important to ensure that our actions do not put other volunteers, staff, children, or the general public at risk. All the procedures and precautions in the world are no substitute for vigilance. If you spot a risky situation, a safety hazard or an accident waiting to happen, take action and let other people know straight away. And if you're not sure, then always ask.

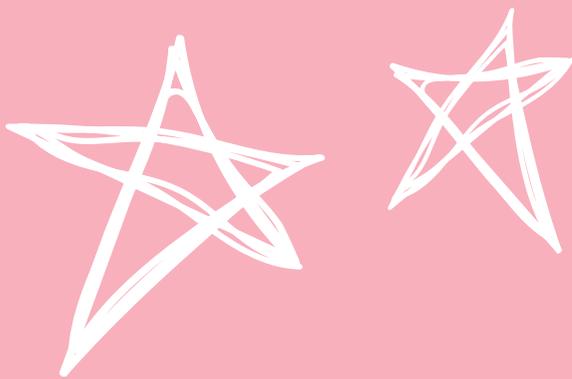
All the most up-to-date health, safety and security policies can be found in the 'Policies' section of the 'About Volunteering' folder in the [Assemble Document Hub](#).

## Lone volunteering

You should not work alone unless that is part of your role and is outlined in the role profile. If working alone is part of your role, then before you start your volunteer manager should discuss it with you so that you're both comfortable the right safety procedures are in place.

Your volunteer manager may be able to provide you with an emergency contact number or follow up with you after you've volunteered to see how it went. Volunteers in Save the Children shops should never work alone or be in the shop by themselves at any time. If you do find yourself volunteering alone unexpectedly then you should stop, let your volunteer manager know and go home. If you are in a shop, then please lock up first.

If, under any circumstances, you ever feel at risk, please do not feel you need to continue volunteering. Contact your volunteer manager to say you have stopped and gone home. If you believe you are in danger, contact 999.



## Fire procedures

Make sure you know the fire procedures, the location of fire alarms, the fire exits and your assembly point anywhere you are holding an event, campaigning or doing any type of volunteering (including volunteering in a shop). It may be part of your role to help develop these fire procedures. If so, you should share them with your fellow volunteers and make sure they've been seen by your volunteer manager in advance.

## First aid

When you are volunteering, you should find out:

- ▶ where the first aid kit is
- ▶ if there is an identified first aider, and if so how to contact them in an emergency
- ▶ where the accident book is (if there is one, for example in a shop), how to report an accident, and who you need to tell



## Your physical wellbeing

Lifting and handling loads incorrectly can damage your back, and persistent bad lifting can cause severe and prolonged strain. Follow basic safe-lifting techniques and ask for help or advice if you have any doubt about your capacity.

Spending lengthy periods in front of a computer can have ill effects, so take care to adjust your chair, keyboard, monitor and desk to avoid fatigue or worse, and don't forget to take regular breaks.

These issues should be covered as part of your volunteer induction. But if you need any further guidance on them, or if you have any concerns about your wellbeing, you can always speak to your volunteer manager.

## Hazardous substances

When you're volunteering, you may come into contact with dust, cleaning materials and other substances covered by COSHH (Control of Substances Hazardous to Health) regulations. Your volunteer manager will guide you if special care is needed. If you feel unsure of anything to do with hazardous substances, always speak to your volunteer manager.



## Volunteer-led events and volunteering actions

Hundreds of fundraising events and campaign actions take place every year. With a thorough risk assessment, we can be confident we can manage any risks that might occur or eliminate some altogether. If you're planning an event, talk to your volunteer manager to find out more about safe ways of working.

As well as everything mentioned above, if you're planning an event that will be attended by anyone under 18 you must think about how children will be kept safe.

Seek the guidance of your volunteer manager to make sure you plan the event or activity to meet the needs of children and in line with our child safeguarding arrangements. This could include:

- ▶ a different type of risk assessment and event checklist
- ▶ appointing a Safeguarding Coordinator
- ▶ gaining the consent of a parent or carer
- ▶ planning how children get to and from the event
- ▶ having contact details and required checks for any adults involved.

Your volunteer manager will also help you make sure the right support teams – like safeguarding, risk, finance and so on – are involved as necessary.



# PRACTICAL INFORMATION

Photo: Jeff Moore/Save the Children

## Here to help

Your volunteer manager is here to give you all the support you need to make the most of volunteering with us. If you need any help, have any concerns or want to pass on ideas or feedback, get in touch with your volunteer manager as your first port of call. You can use the space below to make a note of their contact details.

## My volunteer manager

**NAME**

**EMAIL**

**PHONE NUMBER**

You can check your volunteer manager's name in the 'roles and responsibilities section' of your user account on [Assemble](#).

In some roles, you might also receive some support and guidance from another volunteer – for example a fundraising branch or group chair, or a shop team leader. These volunteers can help you with day-to-day issues. But for any formal concerns you have, then it's always best to contact your volunteer manager.

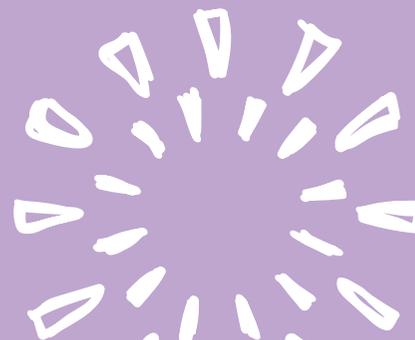
## Assemble for volunteers

[Assemble](#) is Save the Children's volunteering support system. Your Assemble account is set up as soon as you become a volunteer. You'll have received an email with instructions on how to log in.

The [Document Hub](#) contains all the resources you need to carry out your role, including briefings, films, posters, leaflets and forms. You can use Assemble to keep up to date with news from across the organisation. You can also use Assemble to contact other volunteers or your volunteer manager. You can log in and update your personal details, including skills and interests, and emergency contacts, at any time.

Visit the Assemble website [here](#). You can also download and log into Assemble through the Assemble for Volunteers app [here](#).

There's a section on Assemble where you can log your volunteering activities, whether you have given a talk, volunteered in a shop or submitted a petition. Your volunteer manager may assign tasks to volunteers or send out invites to local events through Assemble.





## Your expenses

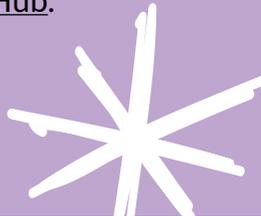
We cover reasonable out-of-pocket expenses when you're volunteering. That might be for travel or for a meal, depending on the circumstances. We're committed to making every penny count, so we ask you to use the most cost-effective form of transport (usually public transport) you can. To avoid unnecessary travel, think about using your phone, email, online meeting apps (like Zoom, Teams or Skype) or other technology where possible.

Before you spend any of your own money (e.g. getting a bus to the shop you'll volunteer in), then please discuss this in advance with your volunteer manager so they can make sure to budget for the costs.

Other types of expenses, such as buying stationery or events materials, should be agreed in advance with your volunteer manager. If you're planning an event, contact your volunteer manager to see if they can provide you with any necessary materials so you don't have to order them, or help you get a supplier discount.

Save the Children's Expenses Policy will not cover the cost of alcohol.

Use the Volunteer Expenses Form to claim your expenses. We'll do our best to reimburse you as quickly as possible. You can find the Volunteer Expenses Form in the About Volunteering folder in the [Assemble Document Hub](#).



## Volunteering and welfare benefits

If you receive welfare benefits, including means-tested benefits such as jobseeker's allowance (JSA), incapacity benefit, income support, employment and support allowance (ESA) or Universal Credit (UC), you can still volunteer – and receive out-of-pocket expenses – as long as you comply with the relevant regulations. You must notify your work coach or check with a benefits calculator if you intend to start volunteering. You can speak to your Jobcentre Plus office to let them know that you're volunteering too.

The [Department for Work and Pensions](#) has guidance on what to do if you claim benefits and volunteer.

## Is there a dress code?

Save the Children UK doesn't have a dress code. All staff and volunteers should feel free to wear whatever they feel most comfortable in, as long as it does not cause harm and is not offensive on the basis of religion, ethnicity, class, gender, sexual orientation, disability, or any other protected characteristic. Depending on your specific role, you might want to wear practical clothing that's appropriate to the specific tasks.

## Smoking

Smoking is prohibited in Save the Children shops, offices, and while you're taking part in events and activities. You should only smoke during a break and in a designated area – and never while wearing anything that might identify you as a Save the Children volunteer.



## Respecting confidential information

When you're volunteering, you may need access to certain types of confidential information, such as embargoed press releases, personal data, or campaign messages that are still in development. If so, you'll be given training on handling the information appropriately.

If you're concerned about how confidential information is being handled, then speak to your volunteer manager. If the concern relates to safeguarding, please follow the guidance in the safeguarding section above.

If you think there has been a breach of confidentiality, let your volunteer manager know straight away – breaches must be reported within 48 hours to comply with data-protection regulations.

## Conflicts of interest

Please let us know if you have a possible conflict of interest. For example, if you are closely related to a senior employee, if you are connected to one of our suppliers, or if you are a trustee of another children's or international development charity. It is very unlikely to be an issue, but it is something that we need to be aware of. Just let your volunteer manager know. If you're not sure whether there might be a conflict of interest, it's best to raise it anyway.

## Insurance and liability

Our insurance does not provide any automatic right to compensation for injury, or for damage or loss of property while you are volunteering. We expect volunteers and staff to act responsibly and to follow procedures that prevent injury, damage or loss of property in the first place.

Save the Children UK is only legally liable for injury, damage or loss of your property if the organisation has been negligent in its actions or lack of actions. Proving negligence, and therefore liability, would have to be the subject of legal action. However, your own personal accident, vehicle or household insurance may cover you.

There's just one circumstance where liability doesn't have to be proved – that's if an injury happens while you are travelling away from home, in the UK or abroad, as part of your volunteering, and an overnight stay or flight is involved. Save the Children UK doesn't permit our volunteers to work internationally for us, but you may occasionally travel in the UK on our behalf, depending on your role. Please speak to your volunteer manager before arranging any overnight stays.

Volunteers who organise and run events on behalf of Save the Children are covered by our public liability insurance. Please speak to your volunteer manager if you are organising an event, so we can make sure that all the appropriate risk assessments, documentation and processes have been completed for the event to be covered.



Photo: Kate Stanworth/Save the Children

## Volunteer drivers

If you are using your own vehicle as part of your volunteering activity, you must let your insurer know. The [Association of British Insurers' website](#) has a page listing major insurers who won't increase your premiums when you volunteer.

If you're using your own vehicle for volunteering-related activities, we need to know that you have a full driving licence, any relevant driving history, that you are insured and that your vehicle is roadworthy. This should have been confirmed when you applied for the role. If that wasn't the case, or you unexpectedly need to use your own vehicle while volunteering, please speak to your volunteer manager first.

## What if things go wrong?

We hope you'll have a great experience volunteering with us. Thousands of people do, and we love to hear inspiring stories and feedback. If we do get it wrong, or you have ideas about ways we can do things better, let us know, so that we can get it right in the future.

Despite everyone's best efforts, there may be an occasion when you have a problem or concern about your volunteering role, or when we have a concern about a volunteer. If this does happen, we want to deal with the situation as quickly as possible and put measures in place to stop it occurring again.

We have a Volunteer Problem Solving Procedure so that any concerns can be resolved as simply and quickly as possible. You can find a summary of the procedure in the 'Problem Solving' section of the 'About Volunteering' folder on the [Assemble Document Hub](#). If you have a concern, then start by speaking to your volunteer manager. If the concern is about your volunteer manager, then you can get in touch with their manager.

If we have potential concerns or concerns are reported to us about your behaviour or volunteering, your volunteer manager will discuss this with you and agree steps to improve the situation. These steps might involve additional training or exploring a more suitable role. In rare circumstances it may not be possible to resolve matters and the volunteering relationship will have to come to an end.

There may also be circumstances when you are asked to pause your volunteering until an outcome has been reached. This is all outlined in the volunteer problem solving process summary in the [Assemble Document Hub](#).





# GLOSSARY

## **Assemble**

The database on which we store volunteers' personal details and where you can log activities like shop shifts, or speaker or fundraising events.

## **Child**

Anyone under the age of 18; we use the same definition as the United Nations Convention on the Rights of the Child, which guides our work.

## **Vulnerable adult**

Save the Children UK defines a vulnerable adult as anyone over the age of 18 who is unable to protect or care for themselves by reason of a disability (of any kind), illness, age, substance misuse, their immigration status or because they're suffering from trauma. Vulnerability may be temporary. We can think of adults as vulnerable if they lack the capacity to look out for their own safety and interests, either through a mental, physical or circumstantial cause. They are therefore open to risks of exploitation and harm, and are unlikely to reach out for help.

## **Safeguarding Focal Point**

A designated staff member from the Safeguarding Team who will be on hand to answer phone calls and emails from anyone wishing to report a concern.

## **Volunteer manager**

A staff member or volunteer who provides you with direct support and management. Every volunteer must have a volunteer manager – please ask if you're unclear who your volunteer manager is.

## **Volunteer**

A person like you, with a defined role profile, who gives their time and skills to support the work of Save the Children.

## **Supporter**

Anyone who supports us by donating money, or by taking an action (such as emailing or texting) to support our campaigns.



# NEED TO CONTACT US?

For most questions you'll have, the best person to contact will be your volunteer manager. But just in case, here are a few key contact numbers for easy of reference.

## Retail Operations (for shop volunteers)

- ▷ to report any issues in the shop
- ▷ to order resources for the shop

[retailoperations@savethechildren.org.uk](mailto:retailoperations@savethechildren.org.uk)  
020 3763 0101

## Regional Fundraising (for branch volunteers)

- ▷ queries about organising events or ordering fundraising resources
- ▷ questions about banking donations

[fundraising@savethechildren.org.uk](mailto:fundraising@savethechildren.org.uk)  
020 7012 6997

## Volunteering Team

- ▷ general volunteering queries
- ▷ issues or problems relating to accessing Assemble

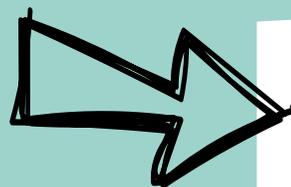
[volunteersupport@savethechildren.org.uk](mailto:volunteersupport@savethechildren.org.uk)  
020 3763 0260

## Safeguarding Focal Point

- ▷ concerns about the safety or welfare of children, adults in vulnerable circumstances, or other volunteers
- ▷ concerns about inappropriate behaviour of staff or volunteers

[focalpoint@savethechildren.org.uk](mailto:focalpoint@savethechildren.org.uk)  
Integrity Line: 0800 085 2563

The Focal Point inbox is monitored Monday to Friday, 9am – 5pm. The Integrity Line is available to call 24 hours a day, seven days a week.



If you believe that someone is at immediate risk of significant harm, please contact the police by ringing 999.

# SAVE THE CHILDREN OFFICES IN THE UK

## England – London

1 St John's Lane  
London EC1M 4AR

[supportercare@savethechildren.org.uk](mailto:supportercare@savethechildren.org.uk)

Tel: 020 7012 6400

## England – Manchester

Save the Children  
52 Princess Street  
Manchester M1 6JX

Tel: 0161 434 8337

## Northern Ireland

Popper House  
15 Richmond Park  
Belfast BT10 OHB

Tel: 028 90431123

## Scotland

Prospect House  
2nd Floor  
5 Thistle Street  
Edinburgh EH2 1DF

Tel: 0131 527 8216

## Wales

Phoenix House  
2nd Floor  
8 Cathedral Road  
Cardiff CF11 9LJ

Tel: 02920 396838

[savethechildren.org.uk](http://savethechildren.org.uk)

[www.facebook.com/savethechildreनुk](https://www.facebook.com/savethechildreनुk)

[@savechildreनुk](https://www.instagram.com/savechildreनुk)

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