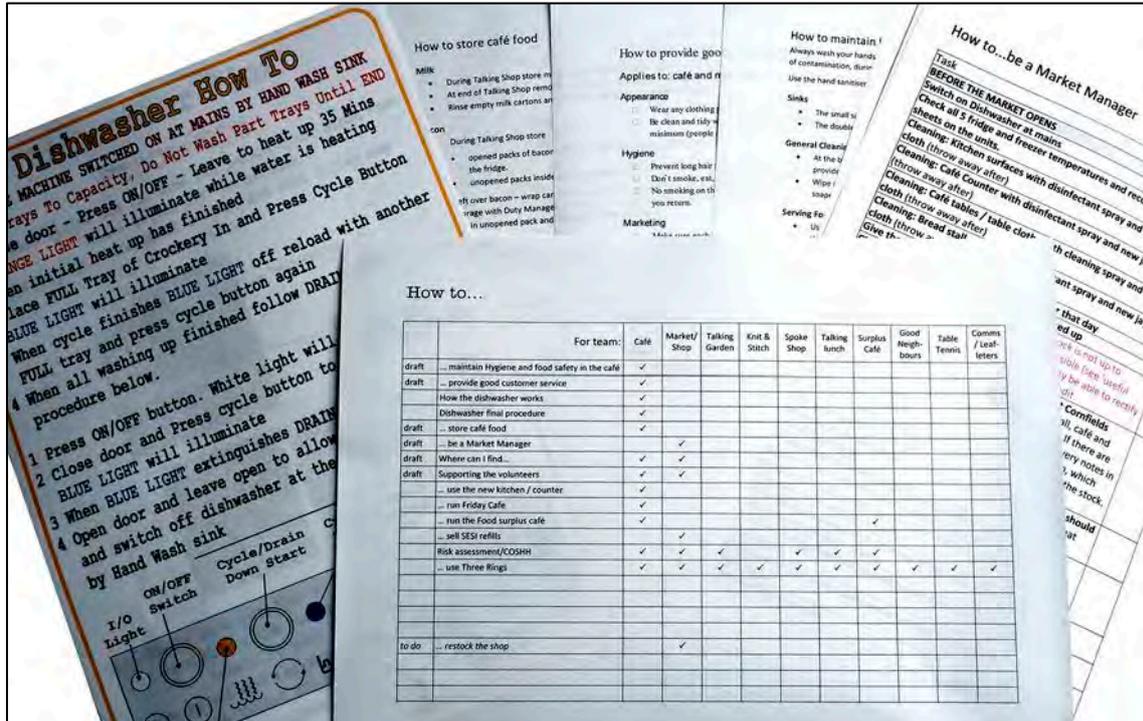


How to... information sheets

To make sure Talking Shop runs well and is a safe and enjoyable place to work we have 'How To...' sheets which help volunteers do various tasks efficiently and safely. Your Team Leader will show you any that you need for your role and individual copies are available when and where you need them. There is also a folder upstairs that contains all of them.



If you notice that any need improving, please tell your Team Leader what is wrong or missing.

If you think a task that doesn't have a 'How to...' sheet should have one please also tell your team leader. They will probably ask you to help create it!

Safer Space Policy

In brief

So that everyone can feel welcome and safe everyone is expected to offer and expect respect – for each other and for our space.

We want Talking Shop to be a community where everyone – volunteers and people using our services – can feel welcome and safe. So we have a Safer Space Policy, which applies to everyone when they are volunteering for Talking Shop and everyone who uses the hub. It is based on an expectation of respect – respect for each other (including our backgrounds, identities and ideas) and respect for the space we've created together.

- Everyone has an equal right to be heard and an equal responsibility to listen.
- Everyone's confidentiality and safety should be valued, and everyone's wellbeing supported.
- Any behaviour – physical or verbal – that is disrespectful, judgmental, intimidating or discriminatory is not welcome.
- Inappropriate behaviour should be challenged and in a way that is constructive rather than demeaning.
- If you feel uncomfortable, please raise this, or ask someone else to raise it on your behalf.
- We respect and look after the building as a physical space and a resource for all.
- People who are not willing to abide by this Safer Space Policy are excluding themselves from Talking Shop and will be asked to leave. This decision will be taken by the Board (see the Problem-Solving Procedure).
- This list is not exhaustive and it is up to all of us to help everyone feel safe and included.

Inclusion, wellbeing and health

Talking Shop and all of our activities aim to improve individual and community wellbeing, promote social engagement and contribute to personal fulfilment. The project will seek to help all volunteers to reach their potential. We actively promote volunteering opportunities for everyone in our community and believe that the project can offer people positive roles which contribute to their wellbeing.

Mental health

Sandford, like any other community in the country, has people with mental health problems across all ages – in the UK one person in four experiences some kind of mental health issue each year. We welcome the involvement of people experiencing mental health problems in every aspect of our project. We believe that people with mental health issues have knowledge and skills they can usefully share and have a right to lead an active and valued life in the community.

The project offers training in mental health awareness for volunteers and trustees, so that we can identify when someone may be at risk and sympathetically help them access appropriate support.

The project has a Mental Health Champion to ensure that our policies, procedures and practice are mental health friendly.

Volunteer Policy & Procedures

In brief

Volunteers and the Board have the right and the responsibility to ensure the wellbeing of all.

Some, but not all roles need references and DBS checks.

You may have someone to support your volunteering and help with recording learning if you like.

Breaks on shift are arranged by your team leader.

Keep everyone informed of any absences or if you want to stop volunteering.

You can claim previously-agreed expenditure on behalf of Talking Shop.

You are covered by our insurance.

Rights and responsibilities

As a volunteer you have the right

- to be actively involved in the project
- to have a description of your role and what is expected of you
- to be given appropriate training including a Welcome when you start volunteering
- to work shadow someone in the role if you want to do so before starting
- to learn your role at your own pace
- to have your role adapted to your needs and abilities wherever the role allows this
- to be safe in your workplace
- to have all previously approved out-of-pocket expenses reimbursed
- to have all concerns or questions dealt with promptly
- to stop or change your involvement with the project at any time
- to have your personal information kept in a secure and responsible manner in accordance with the Confidentiality and Data Protection Policy
- to have open access to the personal information kept on you by Talking Shop
- to be recognised as an individual and respected in accordance with the Equal Opportunities/Diversity Policy and to be able to raise issues/concerns in regards to policy and diversity
- to receive up-to-date information about Talking Shop's activities
- to have fun volunteering in Talking Shop!

As a volunteer you have the responsibility:

- to act in accordance with Talking Shop's policies
- to ensure all necessary paperwork is completed
- to attend training where appropriate
- to maintain your agreed level of commitment or discuss any changes with the relevant member of the Talking Shop Board
- to keep activities safe
- to respect confidences
- to respect the property of Talking Shop and its volunteers
- to be reliable and honest

3 Policies & procedures

- to act appropriately and set a good example to others
- to inform your Team Leader, your Volunteer Supporter or a member of Talking Shop Board if you have a problem (see also the Problem-Solving Procedure, page 24)
- to inform your Team Leader or your Volunteer Supporter if you want to leave (see 'Stopping volunteering at Talking Shop', page 13)

References/recommendations

We do not ask for a reference (or recommendation) for every volunteer role. However, if your role involves handling money, holding keys, managing others, working with vulnerable adults or working alongside children or young people, then you will be asked for the names of two responsible people who would recommend you.

There are additional safeguarding steps if you will be volunteering with vulnerable adults or young people (see Safeguarding Policy, page 22, and Young People Policy, page 21).

Disclosure & Barring Service (DBS) checks

DBS checks are a way to check whether people have a criminal record, and are part of Talking Shop's responsibility to everyone who is involved to create a safe and supportive environment.

Having a criminal record does not stop you from volunteering with Talking Shop, although it may limit the kinds of roles you can do. Please talk to your Team Leader or your Volunteer Supporter or a member of the Board if you have or get a criminal record, and you can arrange together the best way for you to be involved with Talking Shop.

We do not run criminal record checks for all volunteers as standard. However, if you may be working unsupervised with vulnerable adults or young people, then you will need to talk to the Team Leader, and in agreement with you the Talking Shop Board (led by the Chair) will run a DBS check. This will be paid for by Talking Shop.

If you want to, you can register for the 'DBS update service' which means that your check is transferable to other roles you have – if you want to do this, you will need to apply within DBS's time limit and pay yourself just for this element.

If the Board has decided you need a DBS check for certain activities, and you decline to have one, you will not be able to carry on those activities but you may be able to continue volunteering for Talking Shop in other roles.

Support

Talking Shop will offer you a Volunteer Supporter who will provide regular one-to-one support where you can raise any concerns, and who can help you with your *Volunteering and Learning Record* (see Training, page 14) if you are making one. Your Supporter could be your Team Leader or it could be someone else. You do not have to have a Supporter if you don't want to.

Lone working

See the Health and Safety Policy for Talking Shop's procedures on lone working.

Responsibility for money

All money should be counted in front of one other member of the Talking Shop team.

Taking breaks during a shift

For those working in the hub, the Duty Manager for the day will discuss with everyone when you can take breaks that day, so that no one is left alone and no one is solely in charge of any money.

Taking holidays

You are welcome to take holidays and there is no limit to your holidays, although if you are away a lot it may be more difficult to keep you up to date with what is happening. When you have a holiday planned, please let the Team Leader know. Please give as much notice as you can, a month if possible.

Illness

If you are unable to carry out your role because you are ill, please let your Team Leader know as soon as possible so that we can arrange to cover any shifts. When you feel you are ready to re-engage with the project please contact your Volunteer Supporter so we can manage your return with any support you may need.

If you feel unwell during a shift or feel unable to continue your shift for any reason, talk to your Team Leader or the Duty Manager straight away. They will arrange for you to stop working straight away and the rest of the team will cover the work or try to get another volunteer in.

Stopping Volunteering at Talking Shop

Every volunteer has the right to leave the project at any time but also has the responsibility to inform the Team Leader of this decision. Please give as much notice as you can, a month if possible, so that cover can be arranged.

You will be asked if you are willing to help with the handover to a new person, if needed.

We hope you will be willing to give feedback to your Volunteer Supporter, which will help us as we develop. Before you leave your Volunteer Supporter will ask if you are willing to have a chat about the role and how you have found your volunteering.

Expenses

We do not pay your travel expenses to get to and from Talking Shop as standard. Please contact a member of the Talking Shop Board if this is a problem for you.

To claim other expenses, you need to:

- get approval for any expense from a member of the Talking Shop Board ***before you spend***
- keep all receipts/tickets relating to any expenses incurred
- fill in an expenses form and return it, with receipts, to your Team Leader or Duty Manager who will pass it to the finance team.

3 Policies & procedures

Insurance

Volunteers are covered by the Talking Shop Employer's Liability Insurance. The certificate of insurance is displayed in a prominent position within Talking Shop.

Training & Reviews

The purpose of training and reviews is to help you feel comfortable in your role and develop as you want to, and ensure a safe, effective, engaging and fun working environment.

Welcome training

On your first day, you will meet your Team Leader and any other volunteers you will be working with. If you don't already have it, you will be given a role description. Your Team Leader will explain what you will be doing and they and other team members will be happy to answer any questions you have about the role and how to carry it out.

Over the next few weeks we'll go through the Welcome information with you (pages 5-6 of the Handbook). Some of this is general to Talking Shop, and some is specific to individual roles. After about four weeks, you will have a chat with your Volunteer Supporter to see how the role is working out for you and for Talking Shop.

Volunteering and Learning Record

Volunteers who would like to build up a portfolio of volunteering experience and training can use Talking Shop's *Volunteering and Learning Record*. This will help you build up your work skills, keep track of your experience and learning and help you do a CV and apply for paid jobs.

Food Hygiene Training

You may be able to attend a free Food Hygiene training day, leading to a Food Hygiene Certificate. This is a one day qualification with a short test at the end of the day which will be useful for your Talking Shop volunteering, and also if you want to do food handling in other places.

First Aid Training

We need a certain number of trained first aiders. Being a first aider is a rewarding and valuable role and also very useful elsewhere. If you would like to do a free basic first aid course, please let your Team Leader or Volunteer Supporter know.

One-to-one regular catch-ups

You will have regular one-to-one catch-ups with your Volunteer Supporter. This is to help you get what you want out of your volunteering, to support you to do your role effectively for Talking Shop, and to help you develop as you want to from being part of Talking Shop. You can use the catch-ups to address anything about your role and the project, share your ideas, any issues, and as a chance simply to have a chat. You will agree with Volunteer Supporter how often these meetings will be, with a minimum of once every three months.

Annual review

Once a year you will have an opportunity for a longer chat with your Volunteer Supporter to help to focus on the past year, decide what you'd like to do next, and offer you a chance to give feedback on the project.

Confidentiality and Data Protection Policy

In brief

Talking Shop respects volunteer confidentiality and protects personal information. It will be shared only where there is a serious risk of harm.

Confidentiality

Talking Shop encourages a culture of respect for confidentiality by restricting personal information shared by a volunteer to the least number of people necessary. The Board will not discuss or share any information given to them by any individual with any other individual, agency or organisation without the person concerned agreeing beforehand **unless**

- there is an immediate risk of serious harm to the individual concerned or anyone else, or
- disclosure of information is a legal requirement.

The Board will take steps to inform the person involved, in advance if possible, that they have decided to share information and will explain the reasons for the decision to disclose. If this happens you will have a right to see any written information the Board shares.

Volunteers should not discuss nor share personal information given to them by other volunteers, paid staff or members or the Board. But if you believe the safety of the individual or other people is at serious risk you should, as soon as you can, tell your Team Leader or Volunteer Supporter or a member of the Board. They will take responsibility for acting to keep everyone safe.

Statistical data passed on to outside agencies for fundraising or evaluation purposes will not contain personal information that would enable an individual to be identified.

Data Protection

All personal written information about volunteers kept by the organisation will be held in a secure place. Any information stored on a computer will be password protected.

Volunteers may ask to see the information held about them. Ask your Team Leader or Volunteer Supporter who will then contact the Board member with access to the information.

Storing Information – paper copies

Information about volunteers and other team members is kept in a locked filing cabinet by the Talking Shop Manager. Keys are kept by the Talking Shop Manager and Chair. Personnel records are kept for the length of time required by law and then disposed of by shredding.

Storing Information – electronic

Information about volunteers, potential volunteers and other team members is held on the Talking Shop email and Dropbox accounts, which are password protected and accessible only to the Board and the Talking Shop Manager as necessary. Email addresses are also accessible to staff members, team leaders/co-ordinators and rota administrators as necessary. They are password protected and messages to multiple addressees are sent only on a bcc basis.

Health and Safety Policy

In brief

Talking Shop aims to keep everyone using its premises safe from accidents and fire.

You are also responsible for staying alert to health and safety issues and caring for those you are with.

Read this policy so you know where the safety equipment is and what to do in an emergency.

Talking Shop is committed to providing and maintaining a healthy and safe environment for all its volunteers, and any other people who may be affected by its activities.

In order to achieve this, Talking Shop has the following key objectives:

- to provide adequate control of the health and safety risks arising from our work activities
- to consult with volunteers on health and safety matters
- to provide and maintain safe equipment
- to ensure safe handling and use of substances
- to identify hazards (the potential for harm), assess risks (the likelihood of that harm being realised) and manage those risks
- to ensure that volunteers, paid staff and Board members are adequately informed of the risks identified and, where appropriate, receive instruction, training and supervision
- to ensure that the demands of activities do not exceed the capabilities of volunteers, paid staff and Board members to carry out their work without risk to themselves or others
- to prevent accidents and cases of work-related ill health
- to monitor and review the effectiveness of the policy and, where appropriate, to implement improvements

Talking Shop undertakes risk assessments for its activities. The Health & Safety Officer is Abi Johnson.



While Talking Shop accepts the main responsibility for the implementation of this policy, individuals have an important role in co-operating with those responsible in order to ensure a healthy and safe working environment. It is the responsibility of all individual Talking Shop Board members and volunteers to

- acquaint themselves with the Risk Assessment and all relevant Safety Notices.
- maintain a healthy and safe working environment. If you see a potential problem you are responsible for alerting someone to it.

Lone working

Talking Shop café and market volunteers should never work alone when the building is open to the public. If one volunteer taking a break means that another volunteer would otherwise be alone, they should take their break within the building.

New volunteers who haven't yet completed their first eight shifts, and young people under the age of 18, should always work with *two* other members of the Talking Shop Team.

Some volunteer roles, such as delivering leaflets, taking in stock and checking stock, do require working alone. These roles should be taken on only by volunteers who feel confident about assessing and managing the risks involved. The Team Leader must also feel confident that the volunteer can assess and manage the risks involved.

Volunteers who are working alone should never do anything they would not feel safe and comfortable doing if they were not doing it for Talking Shop and should report anything they are concerned about for themselves or for other volunteers to the Team Leader as soon as possible.

Emergencies

There are contact numbers for Littlemore Mental Health Centre and local people who can come over in an emergency, if you need some back up. This is kept in the Key Information folder under the counter. And you can always call 999 in an emergency.

First Aid

Some team members are trained as First Aiders.

If you, a fellow volunteer or a member of the public has a health problem, report it to a First Aider and call 999 if needed. If in doubt, call 999.

The first aid kit is in the kitchen to the left of the hatch.

If you would like to train as a First Aider, let your Team Leader or your Volunteer Supporter, and we will see if that can be accommodated.

Accident Reporting

Talking Shop has an accident book which is located in the First Aid Kit, inside the kitchen to the left of the hatch.

The Duty Manager must fill it in if you have an accident whilst at Talking Shop. An accident is any incident which causes pain.

Some kinds of incidents need to be reported to the Health & Safety Executive (HSE) under RIDDOR (2013) regulations. If you have an accident, the Duty Manager should investigate whether it is reportable to the HSE.

Near-miss forms

A near-miss is an unplanned event that could have resulted in injury, illness, or damage but did not. If you have a near miss, there are near-miss forms next to the accident book. Please complete one with the Duty Manager who will take necessary steps to remove the potential risk or who will raise issue with the relevant Board member. This helps to avoid potential future accidents and keep Talking Shop as safe as possible.

Vigilance

It is important that we make sure that everything at Talking Shop is fit for purpose, to avoid accidents.

3 Policies & procedures

If something is not working properly, do not use it. Remove anything around it, move it away if possible, and put up notices so that other people don't use it.

If there is a maintenance issue, you can report it in the Managers Handover Book and assign a level of urgency:

HIGH = dangerous to health & safety

MEDIUM = needed soon

LOW = nice to have

Fire Safety in the hub

Talking Shop seeks to minimise fire hazards by reducing sources of fuel, oxygen and ignition occurring together. The Talking Shop Manager is responsible for making sure that:

- cardboard and other flammable materials are cleared regularly
- sources of fuel are stored in a locked metal cupboard
- fire doors are kept shut.

Fire extinguishers are

- just inside the kitchen door (CO2 – for flammable liquids and live electrical equipment)
- by the back door (foam - for wood, paper, textiles and flammable liquids)

The fire blanket is just inside the kitchen door.

The fire alarms are tested monthly, and fire extinguishers and fire blankets yearly. There is a yearly fire evacuation test.

All volunteers are responsible for raising issues of fire safety with the Fire Officer, who is Abi Johnson – email contacts.talkingshop@gmail.com or call 07989 503657.

In the event of a fire, all volunteers and customers should leave the building through the front fire exit. If that is not possible use the back fire exit. The emergency fire services should be called for advice or attendance. The Talking Shop Manager must check upstairs, in the kitchen and storeroom, and in the toilet. Everyone must gather on the grassy overflow carpark outside the front of the building until they are told it is safe to go back in. The Talking Shop Manager must confirm that the building is safe before allowing anyone back in.

Portable Appliance (PAT) Testing

The Electricity at Work Regulations 1989 require that any electrical equipment that has the potential to cause injury is maintained in a safe condition.

Talking Shop believes that the most effective way to ensure safe equipment is yearly PAT testing done by a trained volunteer through the Community Action Groups. Please let the Talking Shop Manager know immediately if any electrical equipment appears to be unsafe.

Non-prescribed drugs and alcohol

If your ability to work appears to be affected by alcohol or illegal drugs, you will be asked to leave immediately. You are welcome to continue to volunteer with Talking Shop as long as you are not under the influence of alcohol or illegal drugs but if we have to ask you to leave three times for this reason you will no longer be permitted to volunteer with Talking Shop.

Environmental Policy

In brief

We take our responsibility to the environment seriously and expect you to do the same.



Talking Shop is committed to the community, for the long term. Fundamental to this is caring for our space and our environment. We:

- minimise waste, reuse and recycle
- reduce local food miles by sourcing locally wherever possible
- build rural skills including growing, foraging and nature conservation
- provide an environment for wildlife in our garden
- reduce our energy consumption by turning off appliances and lights
- use our insulated building with solar PV, air source heat pump, underfloor heating, movement sensor lighting, and smart windows to minimise the energy we use
- share this space to reduce our individual environmental impacts.

Equal Opportunities/Diversity Policy

In brief

We want Talking Shop to be a diverse organisation where any and every member of our community feels their contribution is valued. We will check our progress towards this.

Talking Shop is a community project firmly committed to diversity. We believe that we can all learn from different perspectives and cultures and that our flexibility will make our project more effective in meeting the needs of the whole community.



We are therefore committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds, ethnicities, faiths and needs are fostered and valued and where everyone is able to participate and contribute.

We ask all volunteers to complete an anonymous equal opportunities monitoring form so that we can regularly check and evaluate whether some groups appear to be excluded from Talking Shop's activities. We are committed to addressing any issues that arise.

We understand that there may be times when people who have differing outlooks

disagree and we will try to encourage a process of listening, understanding and discussion to bring about a resolution.

We will encourage open, honest and respectful dialogue as a means of helping both the people and the organisation to develop and grow.

We know that growth can come from being challenged in a safe, supportive and respectful environment; it is this environment that we hope to sustain as a fundamental part of Talking Shop, and therefore we have designated Talking Shop as a Safer Space (see Safer Space Policy, page 10).

Young People Policy

In brief

Those under 18 are welcome to volunteer as long as supervision is age-appropriate.

Volunteering

Children aged under 14



are welcome to volunteer in the shop and café serving customers, as long as they are accompanied by a parent or carer who has a legal responsibility for them. They will be allocated roles considered suitable for their age, experience and abilities. They may handle money with supervision. They should always work alongside a supervising member of staff, and should never be left on the premises by their parent or carer.

Children aged 14 to 16

may volunteer for Talking Shop as long as they have permission from their parent or guardian, and they are volunteering alongside a DBS-checked volunteer who has been authorised by the Board to support them. They will be allocated roles considered suitable for their age, experience and abilities. There should always be at least two adults volunteering with them.

Young people aged 17 to 18

may volunteer for Talking Shop as long as they are volunteering alongside at least two other adults over 18 at least one of whom has been DBS-checked.

Participating in Talking shop activities

Practice will depend on the activity.



Children aged under 14

may participate as long as they are accompanied by a parent or carer who has a legal responsibility for them. However, those under 14 are welcome at the Table Tennis Club as long as they have permission from their parent or guardian.

Children aged 14 to 16

may participate as long as they have permission from their parent or guardian, and the activity is run by someone who has been DBS-checked.

Young people aged 17 to 18

may participate as long as the activity is run by someone who has been DBS-checked.

Safeguarding Policy and Procedures

In brief

Talking Shop takes its responsibility for safeguarding very seriously and the Board will respond swiftly and appropriately to all suspicions or allegations of abuse or mistreatment. Those volunteering with vulnerable people will be DBS-checked.

Talking Shop values everybody. We recognise our legal and moral duty to create and maintain the safest possible environment and to be alert to the circumstances and needs of children and vulnerable adults as volunteers and as service users, knowing that any person can be vulnerable in certain circumstances.

Definitions

Vulnerable Adults are people over 18 who, for whatever reason, are or may be unable to take care of themselves or to protect themselves against significant harm or exploitation.

Children are people under the age of 18.

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. Abuse can happen anywhere and can be carried out by anyone. Types of abuse include physical, sexual, psychological/ emotional, neglect, financial or material and discrimination.

No abuse is acceptable and some abuse is a criminal offence and must be reported to the police as soon as possible. Anyone making a complaint or allegation or expressing concern will be taken seriously. Every effort will be made to ensure that volunteers are supported if they wish to make a complaint, referring them if necessary to an external agency to advocate on their behalf.

All volunteers will have access to a copy of the Talking Shop Problem-Solving Procedure and in the case of vulnerable adults, this will also be made available to their carer or other responsible person.

The policy covers users and providers of Talking Shop services including volunteers, Board members, staff, trainers, service users and customers.

Talking Shop aims

- in all its activities to play as full a part as it can in preventing the abuse of individuals, whether the result of deliberate intent and targeting of vulnerable people, negligence or ignorance
- to treat the welfare of vulnerable people as of paramount importance, regardless of age, gender, ability or race, when planning, organising, advising on and delivering services and activities
- to ensure that all volunteers and staff working with vulnerable people are carefully selected and understand and accept their responsibility for the safety of those in their care
- to ensure that those working with vulnerable people are trained and supported to deal with issues arising from, for example, illness or disability and to identify and report safeguarding issues
- to respond swiftly and appropriately to all suspicions or allegations of abuse or mistreatment, and to ensure confidential information is restricted to the appropriate external agencies
- to ensure that all volunteers are aware of this Safeguarding Policy.

Disclosure (DBS) checks during recruitment

- A disclosure check is a document containing information held by the police and government departments. It is obtained from the Disclosure Service of the Criminal Records Bureau and helps employers and voluntary organisations make safer recruitment decisions. All staff working with children and vulnerable adults will have references checked and be required to hold a Disclosure Certificate at the relevant level (see Health and Safety Policy).
- Team leaders working with children and vulnerable adults will also have references checked.
- The chair is responsible for carrying out the vetting procedure.

see also Volunteer Policy and Procedures, page 12.

Safeguarding procedures



If a member of Talking Shop staff or a volunteer suspects that a vulnerable person who they are in contact with may be being abused or exploited, or if they receive an allegation or report of abuse or exploitation, they must report this to their Team Leader or a member of the Board.

The responsibility of a volunteer or Team Leader is only to report allegations, not to investigate them.

The Board will address any complaint, allegation, report or concern expressed about possible abuse and will take responsibility for referring the matter to the appropriate authorities. An individual's comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk.

Confidential information relating to specific safeguarding issues will be kept securely for as long as deemed necessary, in line with the Data Protection and Confidentiality policy.

Problem-Solving Procedure

In brief

How to sort things out if

- a volunteer experiences any problems or issues
- someone complains about a volunteer
- things need to be taken further



1 – If a volunteer experiences any problems or issues related to their volunteering with Talking Shop it is their responsibility to raise these at the earliest opportunity, in the first instance with the Duty Manager on that day. Any such issues will be treated as confidential.

The Duty Manager will try to resolve the issue by:

- meeting with the volunteer at the earliest reasonable opportunity
- agreeing with the volunteer any action to be taken and the timetable for it
- meeting with appropriate board members and volunteers to try and resolve the issue in order to find out from the people involved what their issues/concerns are and what they feel is required to resolve the situation
- agreeing with the volunteer a support monitoring process
- meeting with the volunteer subsequently to report any action taken and to offer any necessary support.

Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely in Talking Shop

If the Duty Manager is unable to resolve the issue in this way, if the volunteer is unhappy with the resolution, or if the issue is in connection with the Duty Manager, necessary action will be taken in accordance with Part 3 of Talking Shop's Problem-Solving Procedure.

2 – If a complaint is made against a volunteer

by a customer, another volunteer or a member of the Talking Shop Board, or if a volunteer is found to be in breach of the volunteer responsibilities as set out in the Volunteer Policy, section 'As a volunteer you have the responsibility', the complaint will be referred, in the first instance, to the Duty Manager. Any such issues will be treated as confidential.

In the first instance, the Duty Manager will try to resolve the issue by:

- meeting with other appropriate customers, board members and volunteers to try and resolve the issue and to find out from the people involved what their issues/concerns are and what they feel they need is required to resolve the situation
- agreeing with the volunteer any action that may be taken and the timetable for it
- meeting with the volunteer subsequently to assess any action taken and to offer any necessary support.

Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely in the office of the Talking Shop chair.

If the Duty Manager is unable to resolve the issue in this way, necessary action will be taken in accordance with Part 3 of Talking Shop's Problem-Solving Procedure.

If the breach of responsibilities is of a highly serious nature, such as misappropriation of funds, stock or other property belonging to Talking Shop, other volunteers, Talking Shop members or customers, the volunteer will be asked to cease immediately their involvement with the project and legal action may be taken.

3 – If the Duty Manager has been unable to resolve an issue



raised in either Part 1 or Part 2, above, or if the issue concerns the Duty Manager directly, then a Board member will attempt to resolve it by following the same procedures as outlined in Parts 1 and 2, above, involving other members of the Board where appropriate. Unless there are specific legal issues that have to be addressed by outside parties, the decision of the Board will be final and could include the volunteer being asked to stop volunteering for Talking Shop. Complaints about or issues concerning a Board member will be referred to the Chair of the Talking Shop Board.

Internet provision and entertainment



Talking Shop has free Wifi. Customers and volunteers can use this provided they do not use it to watch live television. Talking Shop does not have a television licence.

Talking Shop Wifi may not be used to access inappropriate content.

Customers may be asked to decrease their usage if the Wifi connection seems to be overstretched, and may be asked to move to make room for others if they are on their own at a table using their laptop.

Volunteers are asked to use discretion and not check phones or other devices regularly in a way which is unsafe or which disrupts the way we interact with each other.