



Volunteer handbook

Supporting our volunteers



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A message from Ian McDermott Chief Executive, Peabody



Thank you so much for giving your time to Peabody. Without the enthusiasm and commitment of people like you, many of our community projects just wouldn't be possible.

Our aim is to support you to get the most out of your time with us, offering activities that will provide you with the experience and skills to achieve your personal goals. Whether you have joined us to improve your employability prospects, to give back to your community or for personal fulfilment, we strive to offer opportunities suitable for you.

We have roles within our diverse office-based teams, across our communities in London, Kent and Essex, and we even give our volunteers the chance to run projects in your own areas through our Community Leaders grants.

We very much value and appreciate the knowledge and talents volunteers bring to our organisation, and in return we hope you have an enjoyable and rewarding experience with us.

Best wishes
Ian McDermott
Chief Executive

About Peabody

The Peabody Group is responsible for 66,000 homes in London and the South East. We build great quality places and have ambitious plans to develop 2,500 new homes each year.

Our mission

To help people make the most of their lives.. Our four priorities are to:

- Develop and deliver reliably good modern services
- Build and maintain the best quality developments
- Work with local communities and build long-term partnerships
- Grow and use our position of influence to create positive change

Our values

Our employees have helped to define our values. These set out how we behave towards each other and our residents and customers.

- Ambitious – We’re ambitious for our customers, for our communities and for each other.
- Caring – We’re caring in the way we work and how we treat the people we work with.
- Collaborative – We work collaboratively with each other, and with partners and stakeholders, to deliver more for our customers.

- Empowering – We support and empower our customers and colleagues to help them realise their potential
- Trusted – We’re trusted to keep our promises: we do what we say we will.

We also involve our volunteers in wider decision-making through Human Centred Design methods and regular feedback sessions, which you are welcome to attend.

Our history

We were founded in 1862 by the American philanthropist George Peabody who wanted to “ameliorate the condition of the poor and needy” by providing low-cost housing in London.

Now, more than 155 years later, the Peabody Group owns and manages more than 66,000 homes for 133,000 residents across London and the South East. We also provide specialist housing, and have 8,000 care and support customers.

We work with local communities, the Greater London Authority, local government and a wide range of voluntary, private and public sector partners as we continue with our work to help people make the most of their lives.

How we involve volunteers

Peabody has more than 800 volunteers supporting communities. A volunteer is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without the expectation of financial reward, except for actual out of pocket expenses. We aim to provide volunteers with the best of experiences and to create opportunities for their personal development. Volunteers are involved in roles across Peabody’s various directorates, where volunteers are involved as befrienders, administrators, receptionists, gardeners, digital champions, activity organisers, and much more. We are always looking to develop the roles we offer to volunteers and encourage and empower volunteers to make an impact and to be leaders throughout their time with us...

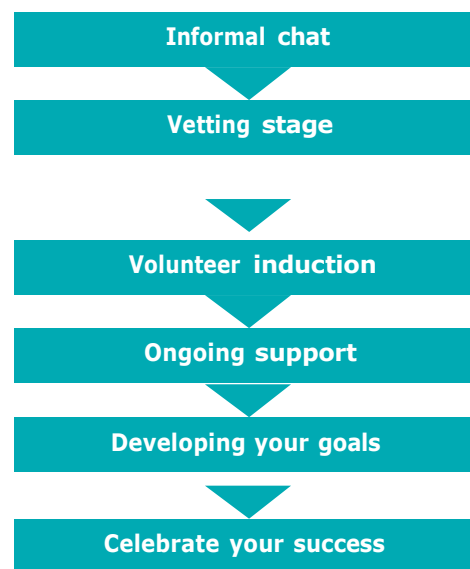
- Community Leaders; apply for grants of up to £500 for projects in your community

- Social Action; be a friend to residents and open doors to participation

- Vocational Volunteering; take opportunities to build skills for employment

- Management Committees; why not start one in your area?

Opposite you will see a diagram demonstrating your personal journey while you’re with us.



Joining us

“The induction was really informative. It was great to learn more about Peabody”

Mercy Oyibo

Your induction

When you first join Peabody as a volunteer you will receive an induction. The precise contents of this will depend on your role but it will include a general induction with your Volunteer Supervisor who will talk through the details in your Volunteer Handbook and advise you on other policies and procedures related to your role.

Your Volunteer Supervisor will also introduce you to your immediate team, familiarise you with the facilities and emergency procedures within your location and provide any basic training to enable you to start volunteering.

Following your initial induction, you will also be invited to attend a Peabody Induction Training Day, which will provide you with information on volunteering at Peabody. The induction training will cover key issues around health and safety, confidentiality, equality and diversity and your rights and responsibilities as a volunteer.

Induction training for both volunteers and Supervisors will take place within a minimum of every 1 month at various locations, and 1-2-1 or group supervision sessions

are expected regularly from your supervisors. You will be offered a chance to book onto the full Induction within 30 days of joining us as a volunteer.

Young people & volunteering

If you are volunteering with us and you are under the age of 18, we will request consent from your parent or legal guardian before offering you a volunteer role. We will also ensure that you are supervised by a named person at all times to make sure you get the most out of your time with us. There may be some roles young people are unable to help with due to legal or capacity reasons, but we will always try to find suitable alternatives.

Please note that volunteering is very different from work experience and apprenticeships. For more information, speak to a member of the Volunteering Team (details on page 13)

Your volunteer agreement

Your Volunteer Supervisor will provide you with a volunteer agreement, a risk assessment and a role description. These documents will summarise the agreed role, supervision and any necessary



parties by setting out clearly what has been agreed.

Protecting our customers

In your role you may be supporting people (including children) who are considered vulnerable in the eyes of the law.

Further training on safeguarding is included in the Induction training, and you are welcome to speak to our Safeguarding Officers, your supervisor or the Volunteering Team for refreshers and advice.

training. They also set out what you can expect from Peabody and what we expect from you.

The volunteer agreement is not a legal document and does not form a contract of employment. It is binding in honour only and is simply designed to help both

Some volunteer roles mean you will have direct unsupervised contact with vulnerable groups, including children. If this is the kind of role that you are doing then we will ask you to agree to a Disclosure and Barring Service Check or a DBS check. These checks will reveal any cautions or convictions that you

While you are volunteering with us

may have and whether you are allowed to work with vulnerable groups. If you are not allowed to work with vulnerable groups, this means you are 'barred'. It is against the law for us to let you work with vulnerable groups and for you to try to do so.

Having a criminal conviction does not mean that you can't volunteer with us. We will treat everyone on an individual case basis, but sometimes we might decide that another role might be better or we may place restrictions on your volunteering. If you are concerned about what might appear on your DBS check, then you can discuss this with your Volunteer Supervisor before a check is made.

Your personal information

In the event of being unable to produce two academic or professional references, one or more references will be accepted from correspondents who have known you in a personal capacity for 2 years or more. This also includes referees from overseas if you are new to the country.

All personal information about volunteers will be held in accordance with the Data

Protection Act 2018 and General Data Protection Regulation. Volunteers' personal information will be kept confidential. Personal files will be securely stored and access will be restricted to the Volunteer Supervisor, Volunteers Manager and Assistants and HR where appropriate. If confidential information needs to be passed on to any other Peabody staff members, you will be consulted prior to disclosure.

As an organisation we use the Disclosure and Barring Service (DBS) to help assess the suitability of volunteers for positions involving children or vulnerable adults. We comply fully with the DBS Code of Practice regarding secure storage, handling, retention and disposal of disclosures and disclosure information.

Trial period

Other than one-off volunteering opportunities, all volunteers are asked to volunteer for a minimum of three months. Within these three months, there will be a trial period at the start of your volunteering in which both the volunteer and the supervisor can get a sense for the role and then decide whether or not to continue.

During the trial period, you may decide that the role is not for you, or we might suggest that your skills would be better suited to a different role. Whatever happens as a result of the trial period, we will always make sure that we discuss it with you.

Wearing your ID badge

Volunteers are also asked to wear their ID badges at all times when representing Peabody in the office or out in the community. This will help our service users to easily identify you, protect you against risks and help staff and emergency services to identify you more easily. You will be provided with a Peabody Volunteer Identity Badge if needed for your role. Periodic checks are carried out at some offices and this could lead to difficulties if other staff members are unable to identify who you are and what your role is at Peabody. If you decide that you no longer want to volunteer with us, you will need to return your identity badge and any other equipment or property given to you by Peabody.

Claiming expenses

It is Peabody policy that no volunteer be out of pocket as a result of their volunteering.



All expenses should be discussed and pre-agreed with your Volunteer Supervisor at the time of your interview or before you start. We can reimburse public transport, care mileage, taxis (in specific circumstances) and bicycle costs up to £10 a session, and lunch for those volunteering continuously for four or more hours per day up to the maximum value of £5.

Accepting gifts

It is not acceptable to accept gifts of large monetary value (more than £10) during your volunteering. Likewise, it is not appropriate to give expensive gifts to your supervisor, those you are volunteering for or other stakeholders.

“It’s good to be appreciated for the contribution that we all make, to hear about some individuals’ achievements and to see them receive awards for their efforts.”

Francis Bunting

Any anticipated further expenses will need to be discussed and agreed between the volunteer and their supervisor in consideration of the available budget.

You must retain all receipts or proof of expenditure and attach these to an Expense Claim Form (included at the end of this Handbook) in order to obtain a reimbursement, with the exception of car mileage only which needs to be clearly stated on the form when claiming. Please ensure the Cost Code is always 34460, and that you find out the correct Cost Centre and Project Code (if applicable) from your supervisor before claiming

All expenses will be paid by BACs payment into your bank account.

Breaks and refreshments

Please help yourself to free tea and coffee and water available in the office kitchens. You may also make use of fridges, microwaves, toasters etc. If you are volunteering for a full day, you should take a full hour’s break for lunch and other rest breaks as required.

Your availability

It is important that you notify us as soon as possible if you have to

change the dates or times that you will be volunteering.

This way we can ensure that there is always a staff member available to support you on the days that you volunteer with us.

Similarly if you would like to go on holiday or need a break because of illness or family commitments, please speak to your Volunteer Supervisor and we can make the necessary preparations while you’re away.

What to wear

Everyone at Peabody is encouraged to dress appropriately for their role or for the specific duties they are carrying out on any given day. Where protective clothing is required for your role, this will be provided. If you need any clarification, your Volunteer Supervisor will be able to provide you with more information about this.

Use of facilities and IT

Your Volunteer Supervisor will show you how to use any equipment relevant to your role as part of your induction. Do ask if you need further help. If you need to use the telephone, photocopier, internet or email for brief personal use, this will normally be fine, but please ask your

supervisor or the Volunteers Team about doing so beforehand.

When using computers, volunteers are asked to be mindful of security and avoid downloading software or attachments when the source is unknown. We also ask that you do not use the IT facilities for downloading music or media files or file sharing web sites as this kind of activity is prohibited for staff and for volunteers. Volunteers should also take care to ensure that emails are concise and directed to individuals on a need to know basis.

Developing your goals

It is important that you think about what you would like to achieve while you’re volunteering. Throughout your time with Peabody, you will be supported by your Volunteer Supervisor. You will have an opportunity to discuss your volunteering with them through one-to-one meetings or through group support sessions, depending on your location.

Your Volunteer Supervisor will have agreed with you how often you would meet to discuss any concerns or issues you may have. The meetings also provide you with an opportunity to give feedback on the

service user you’re supporting or the role that you are in.

Your Volunteer Supervisor will try to make sure that unreasonable requests are not made of you or your fellow volunteers.

If you find any courses on offer either through Peabody or an external organisation, please speak to your Volunteer Supervisor or the Volunteers Manager to discuss how we can accommodate you. We have a monthly training offer available to you as a volunteer. You will also be able to access job shadowing experiences in a number of different departments and work closely with our Employment and Training team to gain additional support to accessing job opportunities.

You will receive regular Volunteering Bulletins, which will include a range of new opportunities at the organisation and elsewhere, any news we need to make you aware of, and training opportunities as they arise.

We also ask for annual feedback from volunteers in order to improve the service we offer to you.

Important information

Please note that during these recent challenging times there may be some changes to the information in this handbook. We will keep you updated whenever we have to adapt to government and/or organisational restrictions. Thank you for your understanding.

Saying thank you

We think it is important to keep you up to date with news and updates about us and our communities. It is important that our volunteers be involved in all that we do, so you will receive monthly bulletins from us, informing you of any news, meetings and events.

However you are involved, you are making a positive difference and we think it is important to recognise the contribution that you are making.

We do this in different ways; from special mentions on our intranet and website, feedback, social events and certificates to simply saying thank you for a job well done. We regularly showcase and celebrate the impact individual volunteers are making within Peabody and take time to ask how you want to be recognised.

You are also encouraged to get together regularly with your peers through events hosted in the local community arranged by partners or yourselves, with our support.



Contacting staff

Your Volunteer Supervisor will be responsible for providing you with day-to-day support during your time as a volunteer with us. They will also provide you with a list of key contacts you will need within the organisation and you will find the phone numbers and email addresses for all teams and staff on the Intranet.

The Volunteering Team is also happy to answer any questions you may have about volunteering at Peabody and can provide support if any difficulties arise. We will also be able to advise you on other volunteer roles within the organisation.

Volunteers Services Manager

Sarah Feleppa

Phone: 0203 828 4936 / 07595282177

Email: sarah.feleppa@peabody.org.uk

You can also get in touch with us at volunteer@peabody.org.uk

Health and safety

As a volunteer we ask that you:

- Take reasonable care for your own health and safety and that of others who may be affected by what you do or do not do.
- Co-operate, as far as necessary, to enable Peabody to meet its responsibility for the health and safety and wellbeing of all.
- Not intentionally or recklessly interfere with, or misuse anything provided in the interests of health and safety.
- Report to your supervisor any hazards you encounter or observe.
- Use correctly any equipment provided by Peabody, in accordance with any training or instructions you receive to enable you to use the items safely.
- Wear your ID badge at all times when you're representing Peabody.
- Not carry out any of your voluntary duties while under the influence of alcohol or illegal drugs. Please inform your supervisor if any prescribed medication you are taking may affect your health and safety or that of others.

- Wherever possible, avoid lifting or manual handling to protect yourself from injury. Do not attempt to lift a load that you cannot manage comfortably. Speak to your Volunteer Supervisor if you need a load to be moved.
- When working with Visual Display Units (VDUs), adjust the furniture and computer so you are comfortable, ensure the light is not shining on the screen, clean the screen when necessary, take regular breaks and work at a comfortable pace.
- Not smoke in residents' homes or any public areas on or around Peabody property.

Emergency contact

The Health and Safety Team at Peabody oversees the health and safety policy and is the first point of contact for any issues relating to security, hazards around maintenance, fire safety and first aid.

If you are volunteering out in the community and/or outside of normal office hours, make sure your Volunteer Supervisor is aware of your whereabouts and that they have the correct contact information for your own emergency contact person.

All volunteers who have roles outside of an office environment will be briefed by their supervisor about procedures for protecting their health and personal safety, of course in an emergency dial 999 if necessary.

Fire

All volunteers should make sure that they are aware of the procedure they should follow in case of a fire. At your induction you will be made aware of escape routes, fire alarms, assembly points and fire fighting equipment. Action to be taken in the event of a fire and names of appointed Fire Marshalls are on display at your specified location.

In the event of a fire follow this procedure:

- Activate fire alarm.
- If you can safely do so, isolate fire by closing nearby doors.
- Only attempt to tackle a blaze with fire-fighting equipment if you

are not at risk and know how to use the equipment.

- On hearing the alarm, quickly and quietly make your way to the assembly point without stopping to collect your personal possessions.
- Call 999 if necessary.
- Do not re-enter the building until the appointed Fire Marshalls have declared it safe to do so and has reset the fire alarm.
- Report any incident involving fire to your Volunteer Supervisor and the Health and Safety Team.

First aid

Peabody ensures that a sufficient number of staff have current first aid training. Make sure you are aware of your appointed First Aider and where the first aid box is kept. A list of qualified First Aiders is available from the Healthy & Safety Team.

Please report to your supervisor or the Health and Safety Team any accidents or near misses that you experience while carrying out your duties as a volunteer.

Insurance and risk cover for volunteers

Peabody will ensure that adequate levels of public liability, employer's

liability (which includes volunteers) and professional indemnity insurance are maintained at all times.

Volunteers are advised to restrict their duties and tasks to those set out in their role description and/or volunteer agreement, and to adhere to the policies and procedures of the organisation outlined in this document. This will ensure that volunteers remain covered by insurance. Our insurance covers compensation claims for illness or injury. It does not cover for loss or theft, however it does include cost of damage to personal property as a result of an accident. If you are unsure about any aspect of our insurance cover, please speak to your Volunteer Supervisor or the Volunteers Manager.

Peabody is unable to accept responsibility for the loss, theft or damage of personal possessions or valuables.

Peabody will take appropriate steps to ensure that any risks associated with your volunteer role are identified and minimised, through carrying out risk assessments before you begin

your volunteering and constantly reviewing these risk assessments to include any changes that may be made as your role develops.

Your Volunteer Supervisor will discuss with you any risks associated with your role as part of your induction.

While it is not envisaged that volunteers would be asked to use their private motor vehicles as part of their role, should the necessity occur and be agreed between your Volunteer Supervisor and yourself, it is the volunteer's responsibility to inform his/her insurer in writing that the vehicle is being used for volunteering.

Volunteering while receiving benefits

Volunteers who are receiving unemployment or other benefits should inform their nearest Job Centre or Benefits Office that they intend to take up volunteering with the organisation. To support those who may experience restrictions on their benefits, Peabody volunteer roles are offered at no more than 15 hours per week. The Volunteers Team is happy to discuss your rights to engage in volunteering and the impact on benefits. The Department of Work and Pensions

also has a useful guide to refer to on their website www.gov.uk.

Confidentiality

We ask that volunteers should:

- Regard all information they have access to or are given as a result of their volunteering duties as confidential unless advised otherwise.
- Respect the right of confidentiality of those people who work or volunteer for Peabody, and whom we provide a service to.
- Not disclose information given to you to third parties without consent. This applies except where it is superseded by the Safeguarding Children & Young People and/or Safeguarding Vulnerable Adults Policy.
- Not leave confidential information lying around, and to ensure that it is locked away or shredded using the bins provided. This includes any documents that contain names or addresses of any kind.
- Be mindful of discussions that involve confidential information and ensure that these are not overheard or carried out in front of people who do not need this information.
- Not disclose or discuss with the

press or media any aspects of your volunteering at Peabody. If you are approached by a member of the press, please refer all queries to the Communications Department.

- Be mindful of any confidential information included in email, as this is not completely secure.
- Confidentiality and Data Protection training will be included as part of your Volunteering Induction.

Equality and diversity

Peabody has an equality and diversity strategy that pulls together all of our existing equalities and diversity documents and includes new information on the nine strands of diversity.

This document sets out how we will meet our statutory and regulatory equality and diversity obligations, as well as how we will raise awareness on diversity issues for staff, volunteers and customers.

Peabody is committed to promoting equal opportunities and valuing diversity. We aim to make sure that everyone receives services that recognise issues of discrimination as well as celebrating diversity.

We recognise that certain groups and individuals are more likely to be discriminated against. This may be on the grounds of race, gender, including transgender, disability, age, sexual orientation, religious beliefs, gender reassignment, marriage, pregnancy or other personal attributes. We are committed to zero tolerance and eliminating all forms of unfair discrimination and promoting equality amongst staff, volunteers and customers.

If you experience any form of discrimination, please speak to your supervisor or the Volunteers Manager. If you would like to get involved in our work as part of our Equality and Diversity Strategy, speak to your supervisor who can provide you with further information on joining our Equality and Diversity Network and other events.

Peabody is open to involving volunteers from a range of backgrounds and abilities, and will commit the necessary resources to support this in our communication methods, documents and equipment provided. If translation, braille or audio copies of our literature are required, these can also be made available upon request.

“Volunteering has helped me to learn new skills, meet new people, and gain valuable experience that I can take into my future career. And it’s always nice doing something worthwhile and actually making an immediate impact”

Misra Abdilla

At Peabody all staff and volunteers need to declare gifts they receive whether large or small. Those valued at more than £10 will be added to a charity prize raffle to raise funds for the organisation’s chosen charities. Always speak to your Volunteer Supervisor if you are unsure.

Dealing with concerns

We recognise that sometimes issues do arise, and we will operate a robust procedure for dealing with concerns. We will aim to resolve any concern quickly and effectively, and we will learn from these to improve our service delivery.

A concern may be raised when someone is dissatisfied with the behaviour of an individual, an action or lack of action, or about the standard of a service. For example, when Peabody, a staff member or volunteer may have:

- Said or done something wrong, offensive or below standard
- Not done something that should have been done
- Not delivered a service within promised timeframe
- Not followed the correct policy or procedure

This procedure should be

followed in respect of concerns raised by and about both volunteers and staff on the programme.

In order that concerns can be investigated effectively, they should be submitted to us within three months of when the event occurred. We may exercise discretion in exceptional circumstances when considering whether to accept a concern submitted outside of this timescale.

Confidentiality and data protection apply and we will treat all concerns in a confidential manner. All concerns will be treated as confidential when they are received, investigated and reviewed.

We will ensure that everyone has access in a number of ways, including telephone, in person, letter and email. We aim, wherever possible, to resolve any concern immediately, and in cases where this is not possible, we have clear timescales for acknowledging and responding as follows:

Informal discussion

1.1 In the first instance, if a concern or issue is raised about a member of staff, a volunteer or the volunteering programme then

Dealing with Concerns

this should be discussed informally, as soon as possible, between the volunteer and the Volunteer Supervisor (or the Volunteers Manager if the concern involves the supervisor). The Volunteers Manager should ensure that everything is done to resolve the issue informally.

Formal procedure (stage 1)

1.2 If the person raising the concern feels that the matter has not been resolved through informal discussions, then they should put the concern in writing to their Volunteer Supervisor. If the concern involves the Volunteer Supervisor, then the concern should be put in writing to the Volunteers Manager. A first response should be sent to the person who has raised the concern in writing within seven working days.

1.3 If the concern is not resolved at this point, a conversation (either face to face or via telephone) will be held with the person raising the concern and the Volunteer Supervisor (or Volunteers Manager) at a pre-agreed date and time. The meeting will be an opportunity for the concern raiser to explain their issue(s) and share how they would like them to be addressed. The person raising the concern has a right to be

accompanied to the meeting.

1.4 Following the meeting, the Volunteer Supervisor (or Volunteers Manager) will give a written response within 10 working days, outlining how the concern(s) will be responded to. If the concern is about a member of staff, a volunteer, or requires further investigation, then the Volunteer Supervisor (or Volunteers Manager) will need to carry out further meetings or investigations. In this case, the 10 working days limit may need to be extended. The response will follow this meeting, and will include a reference to the right of appeal.

Formal procedure (stage 2)

1.5 If the person raising the concern feels that the issue has still not been resolved satisfactorily, then they must raise the matter in writing. At Peabody, this should be addressed to the Volunteers Manager and the Director of Community Strategy, Partnerships & Funding.

1.6 The Director of Community Strategy, Partnerships & Funding will then select an independent member of staff (independent investigator) to meet with the person raising the concern, where they can discuss the matter and establish how best to resolve the situation. The person raising the concern has a right to be accompanied by a friend or trusted representative to the meeting.

1.7 Following the meeting, the independent investigator will give a written response within five working days of the meeting outlining how the concern will be responded to. If the concern is about a member of staff or a volunteer, or requires further investigation, the independent investigator will need to carry out further meetings or investigations. In this case, the five working days limit may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Right of appeal

If the person raising the concern wishes to appeal against any decision, then they must appeal, in writing, within 5 working days of the decision being communicated to them. At Peabody, this appeal should be addressed to the Director of Community Strategy, Partnerships & Funding. A response should be sent within 5 working days of the correspondence being received.

The Director of Community Strategy, Partnerships & Funding's decision is final.

If you have a general complaint about Peabody as an organisation which is about an issue outside of the Volunteering programme, please do follow our organisational Complaints Policy, which you can find on our website, or you can request a copy from your supervisor.

With more serious incidences of inappropriate behaviour, such as those outlined in the Code of Conduct, the supervisor or their immediate line manager will raise the issue in a more formal meeting. Volunteers will be entitled to put forward their case and a suggested course of action will be agreed. If it is felt necessary, an informal warning may be issued, with steps agreed to improve conduct.

If the issue still cannot be resolved, a meeting will take place involving the volunteer, the supervisor and their immediate line manager. This may result in a formal warning, with the understanding that if the volunteer receives another warning, they will be asked to leave.

If a volunteer is believed to have behaved in a manner that has, or could have, seriously affected the organisation or an individual – for example theft or violence – they will be immediately suspended while the matter is investigated. This will be carried out by the line manager of the service area, or an independent line manager, and the volunteer will be able to put forward their case. If the complaint against the volunteer is upheld they will be excluded from volunteering with Peabody and informed of this in writing.

Moving on

We understand that your commitment and availability may change over time. We ask all volunteers to offer a minimum commitment of three months when they decide to join our team of volunteers. Please notify your Volunteer Supervisor as soon as possible if your circumstances change in any way that could affect your volunteering with us.

References

We will be happy to provide you with a reference in your search to find new opportunities while you are with us and after you have left. However, we ask that in order for us to provide as much information as possible on your reference, you would need to have actively volunteered with us, and not only expressed an interest.

We are also not in a position to provide employee references for volunteers and would need to advise that you were involved with Peabody as a volunteer.

Employment at Peabody

Whilst we are unable to guarantee that volunteering will lead to employment, your time with us will give you lots of valuable experience and include you in a

network of job opportunities as they arise. Volunteers are encouraged to apply for paid positions within Peabody. A number of current staff started as volunteers within the organisation. If you are interested in working for Peabody please keep an eye on the intranet and the Peabody website as all opportunities and vacancies are advertised at: www.peabody.org.uk. If you do not have access to the intranet, please ask your Volunteer Supervisor to keep you up to date with current vacancies. If you do secure a job within Peabody please inform the Volunteering Team that this has happened so that your details can be removed from our records.

Leaving Peabody

Please give your Volunteer Supervisor as much advance notice as you can that you intend to leave your volunteer role. We value your opinion and you will be invited to complete an exit questionnaire or have a discussion about your experience. Your feedback will help us to improve our volunteer management and other practices. You will also be asked to return any property provided to you by the organisation, including your volunteer ID badge, if you have one.

Policies and procedures

We will keep you on the volunteers database if you are happy for us to do so. This means that we can keep you up to date with news, events and opportunities at Peabody.

From time to time we may also email you about other items that we think may be of interest to you. If you do not wish to receive this information please advise your Volunteer Supervisor.



Please take time to read the following policies which are available on the intranet or through your Volunteer Supervisor:

- Volunteering policy
- Equality & diversity strategy
- Data protection policy
- Dealing with Concerns
- Disclosure and barring service policy
- Safeguarding vulnerable adults
- Safeguarding children and young people
- Lone working policy
- Health and safety policy
- Driving at work policy
- Anti-fraud policy
- IT policy
- Peabody Promise procedure
- Gifts and hospitality policy
- Code of Conduct

Volunteer forms

The following forms are for you to use during your time with us, if you have any questions about completing these, please do speak to your Volunteer Supervisor. Additional copies are also available via the intranet:

- Your role description
- Your volunteer agreement
- Your risk assessment
- Expense claim form
- Training record form

Peabody
45 Westminster Bridge Road
London SE1 7JB

peabody.org.uk

