



# New Routes Integration

## Volunteer Induction Manual



New Routes Integration, Catherine Wheel Opening, Norwich NR3 3BQ

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Registered Charity Number 1155270

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## NEW ROUTES Who we are & what we do

New Routes Integration (NR) is a small charity that has been supporting resettled migrants, refugees and asylum seekers to Norwich since 2004. Our aims are:

### 1. SOCIAL INCLUSION

To promote social inclusion for the public benefit by preventing people from becoming socially excluded and assisting them to integrate into society.

### 2. DEVELOP SKILLS

To develop the capacity and skills of the disadvantaged minority ethnic individuals and communities of Norwich to support the fulfilment of potential and enable active involvement in society.

### 3. COHESION

To contribute towards social and racial cohesion by building positive images and new connections among people of different backgrounds; thereby integrating marginalised people into the wider community.

New Routes would not have flourished without the dedication of hundreds of volunteers over the years. All of our activities are supported or run by volunteers, many of whom are participants who use their valuable experience to support recent arrivals to the city.

# STAFF AND ROLES

Some of the faces you may see at our social centre:

Dee Robinson



PROJECTS COORDINATOR

07799661009

[projects@newroutes.org.uk](mailto:projects@newroutes.org.uk)

Patrick Heaton-  
Armstrong



ADULT SUPPORT  
COORDINATOR

07988098229

[support@newroutes.org.uk](mailto:support@newroutes.org.uk)

Amélie Sells



COMMUNICATIONS &  
DEVELOPMENT

07969060779

[development@newroutes.org.uk](mailto:development@newroutes.org.uk)

Cristina Casti



ADMINISTRATOR

[info@newroutes.org.uk](mailto:info@newroutes.org.uk)

Jenny Wangui



YOUTH PROJECTS  
COORDINATOR

[youth@newroutes.org.uk](mailto:youth@newroutes.org.uk)

Jenny Coppard



ESOL COORDINATOR

[esol@newroutes.org.uk](mailto:esol@newroutes.org.uk)

# NEW ROUTES TRUSTEES

**Robert Manning - Chair**

**Pernille Rudlin - Secretary**

**Vince Ballester - Treasurer**

**Abraham Eshetu**

You can contact the New Routes trustees at [trustees@newroutes.org.uk](mailto:trustees@newroutes.org.uk)

# OPENING HOURS

New Routes follows the school term dates, and outside of term-time our timetable changes.

**MMA** and **Families Club** continue during the school holidays, with an additional **Families Club on Wednesday afternoons** (not in half-terms), plus community events and outings to places of local or educational interest.

The New Routes office is open between 10am and 6pm, but please phone and arrange a time if you wish to see a specific staff member. Staff frequently undertake work activities in the evenings/weekends and at other venues, so our hours are flexible. If a staff member is alone in the office, the lone working policy recommends that they do not admit any participants or unknown visitors. If you or your mentee would like to speak to a member of staff, please email or call to make an appointment, or come during a scheduled activity.

## School term dates 2020-21

### Autumn term

- [Monday 7 September - Wednesday 21 October 2020](#)
- *Half-term holiday: Thursday 22 - Friday 30 October 2020*
- [Monday 2 November - Friday 18 December 2020](#)
- *Christmas holiday: Monday 21 December - Friday 1 January 2021*

### Spring term

- [Monday 4 January - Friday 12 February 2021](#)
- *Half-term holiday: Monday 15 - Friday 19 February 2021*
- [Monday 22 February - Friday 26 March 2021](#)
- *Easter holiday: Monday 29 March - Friday 9 April 2021*

### Summer term 2021

- [Monday 12 April - Friday 28 May 2021 \(Monday 3 May is a bank holiday\)](#)
- *Half-term holiday: Monday 31 May - Friday 4 June 2021*
- [Monday 7 June - Wednesday 21 July 2021](#)
- *Summer holiday: Thursday 22 July - Friday 3 September 2021*

# REGULAR ACTIVITIES

Please see the website or activities flyer for details and times

# WHAT YOU CAN EXPECT FROM US

We value all our volunteers and recognise that the time you give should be as beneficial to yourself as to the organisation. We aim to provide a supportive and fun environment.

## **Training**

All volunteers attend New Communities Awareness Training before they begin volunteering with us, plus additional NVCO accredited mentoring and befriending training should they choose to become a mentor or befriender. New Routes organises yearly safeguarding training, delivered by the Norfolk Safeguarding Children Board; all volunteers working with young participants are encouraged to attend this. Every member of staff and volunteer working with children and/or young people must undertake appropriate safeguarding training every three years.

## **DBS checks**

New Routes will arrange for DBS checks to take place, where necessary.

## **Volunteers' meetings**

Volunteers' meetings take place on the **first Wednesday of every month, at 7pm. The social centre is open from 6pm** for socialising and occasional external talks. These meetings cover any upcoming activities or events. We encourage all our volunteers to attend these meetings.

## **Mentoring/befriending roundtable discussion and supervisions**

These take place directly after the volunteers' meetings on the **first Wednesday of every month**. This is a space for mentors/befrienders to confidentially discuss any issues they may have about their partnership/mentee with our clinical supervisor, and staff members and other mentors. We **strongly encourage** all mentors to attend these supervisions **regularly**.

## **Individual supervisions**

New Routes is aware that working with people who have experienced trauma and may have complicated lives can be a challenging and emotional experience. If you have any concerns about your mentee or someone you work with at New Routes, or you would like to talk about your own feelings and reactions, please do contact Dee, Amélie or Roshan and arrange a one-to-one supervision or ask for a telephone appointment with our clinical supervisor, a qualified psychotherapist, who is available to provide support. Please ask for details.

## **Volunteer socials**

We try to host one or two volunteer socials each year. These are a great way to meet other volunteers in a relaxed setting, and for us to say to thank you for all that our volunteers do to support New Routes. It's also a good opportunity to test your random knowledge of New Routes with a quiz!

## **Expenses**

New Routes is unable to provide all volunteering expenses, however where volunteers find transport costs prohibitive, we are able to provide bus tickets. Please speak to a member of staff.

# WHAT WE EXPECT FROM VOLUNTEERS

Without the extraordinary contribution of our volunteers, New Routes would not work! In order to ensure that activities are well supported we require and request the following:

## **Training**

All volunteers must complete the New Communities Awareness Training – a half-day course looking at different migration categories and entitlements, the global refugee situation and the asylum process in the UK. Mentors and befrienders must have also completed the further day and a half NCVO-approved mentoring and befriending training.

We request that all mentors and befrienders and those volunteers working with children attend safeguarding training. This may be delivered externally or at New Routes by the Norfolk Safeguarding Children Board.

## **Volunteer agreement & abiding by New Routes policies**

All volunteers must sign the Volunteer Agreement (appendix 1) before they begin volunteering with New Routes.

## **Doodle Polls**

For some activities we request that volunteers sign up beforehand so that we know how many people we can expect. You don't have to sign up to come along but it is certainly helpful if you do. Doodle Poll allows you to only sign up for the dates you know you can do.

### ***Childcare for International Friendship Group (Mondays, 10-1.30pm):***

<https://doodle.com/poll/ks324rr7srswiyf7>

### ***International Families Club (Saturdays, 3-5.30pm):***

<https://doodle.com/poll/xwdcwzugdpf46t2g>

### ***Homework Club (Tuesdays 16:00 – 17:30; Saturdays 13:30 – 15:00):***

<https://doodle.com/poll/n35r8nhcn7xxpumc>

## **Communication**

We request that all volunteers stay in contact with New Routes staff for the duration of their volunteering experience, either through attending activities and volunteer meetings, or regular email/phone communication (mentors and befrienders). If you wish to end your volunteering experience with New Routes, please inform us via email or by speaking with a staff member so that we can formally remove you from our volunteers list.

## **Commitment**

By signing up to volunteer for a particular activity, you are making a time commitment for the duration of that activity. Please ensure when you sign up for activities, or arrange a

mentoring/befriending meeting, that you are able to stay for the full period, or that you have informed a member of staff/your mentee beforehand that you will need to leave early. This is particularly important for activities such as Families Club where tidying will be necessary at the end of the session.

### **Confidentiality**

With the exception of the reporting of safeguarding concerns to New Routes staff, we expect all volunteers to respect any information shared with them by participants and maintain strict confidentiality at all times. There may be times (eg. mentoring roundtables) where it is appropriate to share confidential information about a participant; it is expected that this will be done in a thoughtful and sensitive way.

## KEY POLICY POINTS AND GUIDANCE

New Routes is in the process of updating all its policies. Should you wish to access them, they are available in printed format from a member of staff and will be available to view on our website: <http://newroutes.org.uk/about-us/our-policies/>

## Safeguarding

**Please read and familiarise yourself with the New Routes safeguarding policy available online here:** <https://newroutes.org.uk/wp-content/uploads/2020/05/Safeguarding-Procedures-and-Child-Protection-Policy.pdf>

### **Key points:**

All adults who come into contact with children at New Routes have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with or on behalf of children are competent, confident and safe to do so.

A child may decide to disclose information that may indicate they are suffering from abuse or neglect. A child chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what the child has to say, and be very careful not to 'lead' the child or influence in any way what they say.

### ***It is important that the adult remembers to:***

- *Stay calm*
- *Listen and be supportive*
- *Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions*
- *Not stop or interrupt a child who is recalling significant events*
- *Never promise the child confidentiality – it must be explained that information will need to be passed on to help keep them safe*
- *Avoid criticising the alleged perpetrator*

- *Tell the child what must be done next (the safeguarding process must be followed)*
- *Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the child disclosed. Be sure to sign and date the record in ink.*
- *Contact the designated person immediately*
- *Seek support*

The Designated Child Protection Officer should be the first point of contact for concerns and queries regarding any safeguarding concern at New Routes.

### ***Reporting a concern or disclosure***

Any concerns you have regarding safeguarding should be reported to the **Designated Child Protection Officer for Safeguarding, Dee Robinson**. Where possible, please do this in writing, either using the agreed report form, or via email.

### ***Safeguarding Vulnerable Adults Policy***

New Routes has additional guidance on safeguarding for vulnerable adults available online: <http://newroutes.org.uk/wp-content/uploads/2018/09/NR-Vulnerable-Adults-Policy.pdf>

## Health and safety

### **Key points:**

#### ***First Aid***

At every activity there will always be first-aid qualified member of staff or volunteer. If you have received first aid training within the last three years, please inform a member of staff so that you can be added to the register.

#### ***In case of an accident***

The first aid box and accident book are located in the office, on the shelf behind the desks. Please make sure to report any accidents in the accident-reporting book

#### ***Volunteer responsibilities***

- Ensuring that the front door is always securely shut when there are small children in the building
- Ensuring there are no hot drinks in the main room during activities where children are present
- Ensuring there are no children under the age of 12 in the kitchen
- Ensuring no children under the age of 8 use the computers unsupervised
- Ensuring that all materials/toys are cleared away into the correctly marked containers at the end of activities

#### ***Fire***

Fire extinguishers are in the kitchen, main room and entrance. There are two fire exits: the front entrance, and the back double doors. The back fire door should be unlocked whenever there are activities in the centre. If you notice that it is not, please inform a member of staff.

# Data protection

## Key points:

Any volunteer processing personal data (eg. inputting data into Lamplight database or registering new participants) must read the New Routes Data Protection Policy:

<http://newroutes.org.uk/wp-content/uploads/2018/09/New-Routes-data-protection-policy-2018-draft.pdf>

In line with confidentiality and the Data Protection Act 2018, all volunteers processing personal data are bound by the New Routes Data Protection Policy. Volunteers that disclose the personal data of participants or other volunteers must only do so in adherence to our policy. Any unauthorised disclosure made by a volunteer may result in the termination of the volunteering agreement.

Anyone whose personal information we process has the right to know:

- What information we hold and process on them
- How to gain access to this information
- How to keep it up to date
- What we are doing to comply with the Data Protection Act.

They also have the right to prevent processing of their personal data in some circumstances and the right to correct, rectify, block or erase information regarded as wrong.

Individuals have a right under the DPA to access certain personal data being kept about them on computer and in certain files. Any person wishing to exercise this right should apply in writing to the New Routes Data Controller, Amélie Sells, at [development@newroutes.org.uk](mailto:development@newroutes.org.uk).

## **Photos**

There are many reasons why New Routes participants may not wish to have their photos taken or shared on social media.

- Please refrain from taking identifiable photos at New Routes events unless requested to do so by a staff member for marketing purposes
- Always seek consent before taking photos and make clear to participants what they will be used for
- Never upload them to your personal social media accounts
- Delete any photos from your camera once they have been shared with a staff member

## **How do we process volunteers' data?**

New Routes retains volunteer data (Volunteer Interview Form, Volunteer Agreement and attendance data) for six years after volunteering ceases/end of associated project, whichever is later, in accordance with project funding agreements. Volunteer contact information will also be kept for six years after volunteering ceases/end of associated project, whichever is later. When a volunteer informs New Routes that they are ceasing volunteering, we will remove them from our volunteers list and they will cease to receive regular email correspondence. Volunteers will be given the option to join the New Routes mailing list for quarterly updates.

# Complaints procedure

## **Making concerns known:**

A volunteer or participant who is uneasy about any aspect of New Routes should, in the first instance, talk over any worries and anxieties with the Projects Co-ordinator, Dee Robinson.

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the volunteer or participant should put their concerns or complaints in writing and request a meeting with the Project Co-ordinator and trustees of New Routes. An agreed written record of the discussion should be made.

You can contact the board of trustees via the designated email address:

[trustees@newroutes.org.uk](mailto:trustees@newroutes.org.uk)

# Boundaries

## **Expectations**

New Routes expects members of staff, volunteers, trustees and sessional staff to bring a wide variety of experience from their own lives to the job. We want people to be friendly, open and relaxed in the way that they work and in their working relationships with people. At the same time, it is important that we remain professional to prevent misguided responses and to safeguard people from abuse. We require all volunteers to follow a code of conduct, consistent with our policy guidelines.

## **Always:**

- Be clear about your boundaries at the onset of a working relationship with participants
- Think carefully about your words and actions and their likely impact
- Talk to people about what you propose to do

## **New Routes expects its staff to:**

- Be aware of the relationships that develop between the people we support and staff/volunteers

## **Things you should never do:**

- Give participants personal information such as your address
- Initiate conversations regarding your religious or political beliefs with participants
- Invite participants to your home
- Enter into a sexual relationship with a participant
- Borrow/lend money from/to a participant
- Buy any goods from, or sell goods to a participant
- Be the beneficiary or executor of the Will of a participant
- Abuse people physically, sexually, financially, verbally or in any other way
- Allow your relationships with staff/volunteers from partner/external agencies to detract your focus from that of our participants and service delivery, or lead to a breach of confidentiality
- Bring New Routes into disrepute or damage its reputation through your behavior/social media presence

- Put any information about New Routes on any social media platform without the knowledge of New Routes staff
- Put images of participants or other volunteers on social media platforms without their prior consent

### **Social media**

New Routes discourages volunteers from adding or becoming friends with participants on social media, and advises all volunteers to consider carefully their privacy settings and what information may be viewable on their social media account.

We recognise that relationships between volunteers and participants can develop into friendships. We do not discourage this, however volunteers should remain cognisant of their responsibility as a volunteer/mentor/representative of New Routes. **If the relationship between a volunteer and participant is no longer within the bounds of New Routes guidelines, the volunteering agreement/mentoring partnership will be terminated.**

## HOUSE RULES

### **Parking**

The only parking available at New Routes is in the private bay directly opposite the entrance. At busy times please park carefully so that as many cars as possible can fit there. There is public parking at Anglia Square car parks.

### **Bike parking**

Please do not bring your bike into the social centre as this poses a health and safety hazard. When leaving your bike outside, please make sure to lock it up –unlocked bikes have been stolen from outside the centre.

### **Kitchen**

When you use the kitchen, please make sure to wash up, dry and put away your cups/plates/cutlery afterwards, otherwise this can leave a significant backlog for staff to clear away at the end of the day!

No children are allowed in the kitchen.

Please do not take hot drinks into the main room during activities where there are children present!

### **Recycling**

There is a designated bin in the kitchen for recycling, and a blue bin outside – please use them appropriately!

### **Food for social events**

If you plan to bring a meat dish to a social event, please ensure that it is halal so that everyone can enjoy it. Alternatively, prepare something vegetarian :)

### **Computers/laptops**

No children under the age of 8 are allowed to use the computers. If you are helping a young person to use the computers, please discourage them from downloading any new programmes/games. Please shut the computers and laptops down at the end of the session.

## USEFUL CONTACTS

### **EMERGENCY**

**Police** ☎ 0845 456 4567

**Emergency Police, Ambulance, Fire,**

**Coastguard** ☎ 999

**Childline** ☎ 0800 1111

### **COMMUNITY ENGLISH CLASSES**

#### **The Nile School**

82 Upper St Giles St

Norwich, NR2 1LT

☎ 01603 664473

[www.nile-elt.com](http://www.nile-elt.com)

#### **English +**

☎ 07951 067435

[www.englishplus.org.uk](http://www.englishplus.org.uk)

### **HEALTH**

#### **NHS direct**

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

☎ 111

#### **Norfolk and Norwich Hospital**

Colney Lane

Norwich NR4 7UY

☎ 01603 286286

[www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)

### **ADVICE & SUPPORT**

#### **MAP** (Mancroft Advice Project)

The Risebrow Centre

Chantry Road

Norwich NR2 1RF

☎ 01603 766994

[www.map.uk.net](http://www.map.uk.net)

#### **Samaritans**

19 St. Stephen's Square

Norwich NR1 3SS

☎ 01603 611311

[www.samaritans.org](http://www.samaritans.org)

#### **Citizens Advice Bureau**

The Forum

Millennium Plain,

Norwich NR2 1TF

☎ 0344 411 1444

#### **British Red Cross**

11 Prince Of Wales Road

Norwich

☎ 01603 623041

#### **Bridge Plus+**

Suite 209, 44-48 Magdalene Street,

Sackville Place,

Norwich, NR3 1JU

☎ 01603 617076

[www.bridgeplus.org.uk](http://www.bridgeplus.org.uk)

**Asylum Aid**

[www.asylumaid.org.uk](http://www.asylumaid.org.uk)

Advice Line ☎ 0207 354 9264

**Migrant Help**

☎ 01304 203977

[info@migranthelpuk.org](mailto:info@migranthelpuk.org)

[www.migranthelp.org](http://www.migranthelp.org)

**HOUSING****Shelter**

Whitefriars House,

50 Fishergate,

Norwich NR3 1SE

☎ 0344 515 1860

Helpline: 0808 800 4444

[www.england.shelter.org.uk](http://www.england.shelter.org.uk)

**YMCA**

35-37 Exchange Street

Norwich NR2 1DP

☎ 01603 621263

[www.ymca-norfolk.org.uk](http://www.ymca-norfolk.org.uk)

# APPENDIX 1- Volunteer agreement

## Volunteer Agreement

Volunteers are an important and valued part of New Routes. We hope that you enjoy volunteering with us and feel a full part of our team. This agreement tells you what you can expect from us, and what we hope from you. Please note this is not intended to be a legally binding contract of employment.

We will do our best:

- To introduce you to how the organisation works and your role in it and to provide any training you need
- To provide regular meetings with your Co-ordinator so that you can tell us if you are happy with how your work is organised and get feedback
- To respect your skills, dignity and individual wishes and to do our best to meet them
- To consult with you and keep you informed of possible changes
- To insure you against injury you suffer or cause due to negligence
- To provide a safe workplace
- To apply our equal opportunities policy
- To apply our complaints procedure if there is any problem

We expect volunteers:

- To work reliably to the best of your ability, and to give as much warning as possible whenever you cannot work when expected
- To follow New Routes procedures, including health and safety, equal opportunities and confidentiality
- To report back any concerns to co-ordinators
- To maintain respect and confidentiality at all times
- To maintain and record relevant volunteering activities
- To attend monthly volunteer meetings when possible

**Please sign below confirming your agreement to become a volunteer and to grant permission for us to process and store your details in accordance with the Data Protection Act 2018:**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

DOB: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Address:

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Mentor/befriender? Yes  No

Area of volunteering interest:

# APPENDIX 2 – Coronavirus pandemic –

Oct 2020

**Due to the current government restrictions, only the following activities are running:**

## **ONLINE**

Monday – Women’s English Class, 11am – 1pm

Tuesday – Mixed English Class, 11am – 1pm

Thursday – Mixed English Class, 11am – 1pm

For information, please text Jenny C – [esol@newroutes.org.uk](mailto:esol@newroutes.org.uk), 07864 303812

Tuesday – Homework Club, 4pm – 6pm

Wednesday – Homework Club, 4pm – 6pm

For information, please contact Jenny W – [youth@newroutes.org.uk](mailto:youth@newroutes.org.uk), 07483417407

## **FACE TO FACE**

Tuesday – Football Club, 7:30pm – 9pm

UEA Sportspark, Norwich, NR4 7TJ

To join, please text Patrick on 07988098229

Wednesday – Allotment workday, 12pm – 4pm

To join, please contact Amélie – [development@newroutes.org.uk](mailto:development@newroutes.org.uk), 07969060779

## **MENTORING**

We are continuing to offer one-to-one support through mentors/befrienders. To refer someone, please contact:

Adult mentoring & befriending

Dee – [projects@newroutes.org.uk](mailto:projects@newroutes.org.uk), 07799661009

Youth mentoring

Jenny W – [youth@newroutes.org.uk](mailto:youth@newroutes.org.uk), 07483417407

# WITH THANKS TO OUR FUNDERS



**NATIONAL  
LOTTERY FUNDED**



**BBC**

**Children  
in Need**

the  
**Tudortrust**

**NO**rfolk  
**CO**mmunity  
**FO**undation



**NORWICH**  
City Council



**NORWICH**  
**CHARITABLE**  
**TRUSTS**



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