

“Life’s most persistent and urgent question is, what are you doing for others?”

Martin Luther King



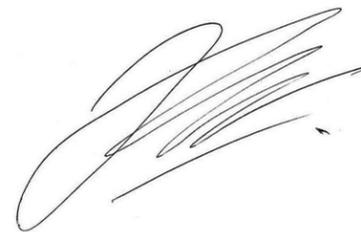
**Angling Trust
Volunteer Handbook**

“Hello and Welcome”

Thank you for volunteering to support the Angling Trust and our ongoing aims to grow and support the sport we all love. Without the vital work of volunteers, we could not continue to provide such fantastic opportunities across the country.

Volunteers are the heart of everything we do, from supporting local clubs, delivering events to give people an opportunity to try fishing, having your say to defend the right for people to fish and to improve angling now and in the future. You tell people about us to help grow our membership to raise vital funds to re-invest and protect the sport we all love. All of this is a huge task and we really need the help you, volunteers, give to help us achieve everything we need to on behalf of the huge angling community.

Thank you once again for your generous support as a volunteer.



Jamie Cook
Chief Executive Officer

Introduction

Thank you for joining us, you are one of thousands of volunteers who give up their time to support angling throughout England, volunteers are the lifeblood of a sport and without you angling would not be the sport we know and love.

Through your hard work you are helping our sport develop and grow by making angling accessible to all ages and abilities regardless of experience. We place a high value on your meaningful contribution, and we want your time as a volunteer to be both rewarding and satisfying.

This handbook contains useful information to support you with your volunteering and help you understand what you need to know about volunteering in angling.

The Angling Trust continually looks for ways to improve our service and what we deliver, and we welcome ideas and suggestions from volunteers and participants, so if you have any, please feel free to share them with us by emailing: **karen.hinson@anglingtrust.net**

For further information including role descriptions, inductions and any other detailed policies and procedures, please see your volunteer manager.



**Time is
valuable
and so
are
you!**

Getting Involved

Angling is such a wonderful sport with a huge variety of opportunities to get involved in, giving everyone the chance of volunteering in something they enjoy, whether an avid angler or not.

Whether you are interested in 'Participation and Development' opportunities, 'Competitions and Performance' events, 'Campaigns and Projects' or helping grow our membership, you can be guaranteed there is something for you to get involved in.



Participation and Development

If you are looking at getting involved in the delivery of participation events to help encourage more people to have a go or get back into angling, we work with clubs and fisheries throughout the country - there will no doubt be an event happening near you!

Roles can include:

- Coaches
- Event coordinator
- Event booking staff
- General helpers



Competitions and Performance

Competitions with the Angling Trust are huge and rely upon volunteers to make them run. Whether these are large scale national competitions or more local events, we are always looking at encouraging more people to get involved.

Roles include:

- Competition organiser
- Boatmen
- Event Managers
- Event Stewards



Campaigns and Projects

With such a huge variety of opportunities across the country.

Roles include:

- Voluntary Bailiff Service (VBS), help to protect our waterways.
- Building Bridges, education and integration.
- Researchers, help improve fishing and the environment.
- Campaigners, ensure policy and protocols are followed.
- Regional Freshwater & Marine Groups, help organise forums and work with clubs and fisheries.



Membership

Membership recruitment - help us increase membership by helping at events and shows.

from **US** to **YOU**

We want to make sure that your volunteering experience is exciting and fulfilling but also provides you with everything you need it to. To make sure that your volunteering experience meets your expectations, there are several key commitments we make to you.

Our commitment to volunteers, we will:

- Always treat our volunteers with respect, consideration and appreciation.
- Provide all necessary training and support that you specifically need for your role.
- Always communicate key messages that will help support you in fulfilling the role you have chosen.
- Always listen to you, whether this is suggestions on improving our support programme or specific help you might need.
- Update you on the impact you are making.
- Provide honest feedback on your work.

from **YOU** to **US**

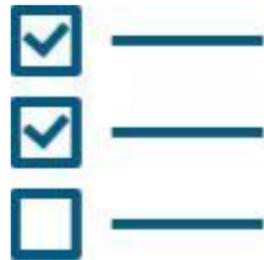
We expect high standards from anyone supporting the work of the Angling Trust, whether this is our full-time staff or those supporting through volunteering.

To make sure that your volunteering experience is what you want it to be, we suggest that by doing the following, it will be just that:

- Treat any Angling Trust member of staff or volunteer with respect and consideration.
- Act professionally when representing the Angling Trust.
- Do not discriminate against any age, ability, gender or race.
- If you require any support or information to fulfil your duties, ask your volunteer manager.
- Where you are unable to attend an event you have previously committed to, provide as much notice as possible to allow us to fill your role.

★ **full codes of conduct are outlined in your Volunteers Agreement**

How we will support you



Induction

Your volunteer manager will go through all the necessary information to help you understand what your role will require. This will also give you the chance to ask any questions about things you are not quite sure of or simply to make sure that it is what you expected and is right for you.

The type of role you will be involved with will largely determine the type of induction that will be done. Your volunteer manager will discuss this with you.

It will also give you the opportunity to make sure you understand any relevant policies and procedures.

These policies and procedures could include the following:

- **Equality Policy**
- **Safeguarding Policy**
- **Health and Safety**
- **Bullying & Harassment**
- **Problem Resolution (Complaints)**
- **Social Media Policy**

You may also want to ask further questions about some of the areas in this Handbook.



Training

We want you to feel fully prepared to carry out the role you will be volunteering in. As such, whenever there might be some training necessary, your volunteer manager will signpost you. This could be some online training, face to face or through professional development tools.

Whatever the training, you won't be asked to pay for it if it is key to you completing your role effectively.



Support

You will receive ongoing support from your volunteer manager. It is also worthwhile keeping a record of tasks you undertake, what went well and whether you felt some additional support might be necessary.

Most volunteers will have review meetings to make sure everything is running smoothly. The frequency of these will depend on the role. Your review meeting may be in person, by phone or Skype, depending on your role and location.



Commitment

We appreciate the hard work that volunteers do and the significant value they bring to the Angling Trust.

We do however ask that when signing up to volunteer with us that you are committed and reliable.

If your circumstances change at any point and you are no longer able to fulfil your volunteer role, we ask that you let us know as soon as possible so that we can make alternative arrangements.

Important Bits



Expenses

The Angling Trust will reimburse volunteers for any reasonable out of pocket expenses incurred as a result of your volunteering. This expense must have been approved by your volunteer manager in advance and accompanied by a receipt (except for mileage claims).

Please speak to your volunteer manager if you are unsure of anything about expenses.

Insurance

All Angling Trust volunteers are covered by our third-party liability insurance. If you use your own vehicle for your volunteer role, please check with your insurer that you are covered.

Gifts, Rewards or Benefits in Kind

In some instances, clubs have previously given volunteers gifts or specific benefits to reward the time they commit as a volunteer. For example, committee members may be given free membership to the club as a 'reward' for volunteering in that position. This is classified by HMRC as a 'benefit in kind' and could mean that they should be paid at least minimum wage as they are benefitting from this position. You must not accept any benefit/reward for your role as a volunteer as this may have taxable implications.



Health & Safety

The Angling Trust is committed to looking after the health, safety and wellbeing of everyone who works for us, on our premises or using our services.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by Angling Trust employees. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

Volunteers with specific responsibilities for health and safety will receive training and guidance to help them fulfil their responsibilities. Suitable risk assessment(s) must be prepared for all activities being carried out in the name of the Angling Trust.

It is important that you:

- Carry out your duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public.
- Comply with all relevant instructions and procedures relating to safety.
- Inform your volunteer manager of any personal health and safety requirements that you have.

If you have any doubts regarding your health and safety role or responsibility, please speak to your volunteer manager as soon as possible.

Accidents and incidents

All accidents and incidents must be reported to your volunteer manager as soon as possible.

If you feel that it's a real emergency, please contact the emergency services immediately.

Safeguarding in Angling



Safeguarding Policies

The Angling Trust is committed to ensuring that everyone has the opportunity to participate in a safe and supportive environment. This includes children, young people and vulnerable adults.

We have produced the following documents to show how we will do this:

- Safeguarding Children and Young People in Angling Policy.
- Safeguarding Vulnerable Adults Policy.

If you are volunteering in a role that involves working with children, young people or vulnerable adults, then it is essential to be aware of the above policies. They can be found by contacting your volunteer manager.

Reporting Procedure

It is not your responsibility to decide on the outcome of information disclosed to you, however it is your responsibility to deal with the information passed to you effectively.

If somebody discloses information to you relating to a safeguarding concern, it is essential that this is dealt with correctly and effectively. Failure to deal with a disclosure may prevent the relevant authorities from dealing with the information.

Training

Some roles are more likely to encounter safeguarding concerns than others. If you feel that your role may be such a role, then it is important that you speak with your volunteer manager as you may require some relevant training.

Dealing with issues



Problems within your role

If you encounter a difficulty with any aspect of your role, please talk to your volunteer manager as soon as possible for advice and support.

If the role isn't working out as hoped, please let your volunteer manager know and together we will try to work out any difficulties.

If you decide you wish to cease volunteering with us, we will be sorry to see you go. However, we would ask that you please return any Angling Trust equipment, branded clothing or ID card to your volunteer manager.



Complaints

Whether written or verbal, complaints must be dealt with quickly and accurately.

Most people view complaints as a negative process; however, they can also be regarded as constructive feedback and essential to future developments.

The Angling Trust has an official procedure in place should you feel the need to submit constructive feedback or someone outside of the organisation wishes to do the same. Please speak to your volunteer manager or alternatively, the National Volunteers Manager.

Useful info!

Your volunteer manager:

Volunteering Contact: karen.hinson@anglingtrust.net 07495122503

Head Office: 01568620447

Angling Trust website: <https://www.anglingtrust.net/>

Good luck and enjoy!