



ANGLING TRUST

Angling Trust

PD56 – Volunteer Handbook

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Angling Trust Volunteer Handbook

Thank you for volunteering to support the Angling Trust and our ongoing aims to grow and protect the sport we all love. Volunteers play a vital role in many things we do, from assisting local clubs, delivering events to give people an opportunity to try fishing, helping to protect our waters, defending the right for people to fish, and helping to improve angling now and in the future. Your voluntary work is very much appreciated by everyone at the Angling Trust. Thank you once again for your generous support.

Introduction

Your voluntary work is important to us. We place a high value on your contribution to our work, 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. We are continually looking for ways to improve your experience with us and we welcome ideas and suggestions from volunteers. Please email volunteering@anglingtrust.net.

(For specific information about your role, induction and detailed policies and procedures, please refer to your AT contact).

Our commitment to you

We want to ensure that your volunteering experience with us is exciting, fulfilling and meets your expectations. To achieve this, we will:

- Treat our volunteers with respect, consideration and appreciation.
- Provide all necessary training and support that you specifically need for your role.
- Communicate the key messages to you that will help support you in fulfilling the role you have chosen to get involved with.
- Listen to you, whether this is to 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.

What we expect from you

We expect high standards from anyone supporting the work of the Angling Trust through volunteering. To make sure that your volunteering experience is what you want it to be, we expect you to embrace the following:

- Treat all Angling Trust members of staff or volunteers with respect and consideration.
- Act professionally when representing the Angling Trust.
- Make everyone feel welcome and do not discriminate.
- Help young people to feel safe and be safe.
- If you require any support or information to fulfil your duties, ask your Angling Trust 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.
- If you are currently an angler you must have a rod licence for England and Wales if you're fishing for salmon, trout, freshwater fish, smelt or eel with a rod and line in England (except for the River Tweed), Wales or the Border Esk region, including the parts of the river that are in Scotland.

Further details will be provided as part of your induction.

How we will support you

Induction

Your Angling Trust contact will be in touch to say hello and to go through all the necessary information to help you understand what the 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 just make sure that it is what you expected and is right for you.

Your induction will depend on the type of role you have volunteered for and may include specific training.

It will also give you the opportunity to make sure you understand any relevant policies and procedures, which could include:

- Codes of Conduct.
- Equality Policy
- Safeguarding Responsibilities
- Health and Safety
- Anti-Bullying
- Complaints
- Data Protection
- Social Media Policy

Training

We want you to feel fully prepared to carry out your voluntary role and may request you take part in training. This could be online, face to face or through professional development tools. Whatever the training, you won't be asked to pay if it is key to you completing your role effectively.

Support

You will receive ongoing support from your Angling Trust contact. It is also worthwhile keeping a record of all the tasks you undertake, how they worked, 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. If you need support, ask for a meeting to discuss what support you feel is required.

Commitment

We appreciate the hard work that volunteers do and the significant value that 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 voluntary role, we ask that you let us know immediately to give us chance to fill the role. If you are unavailable on certain days or planning a holiday then let us know, have a great time and we'll be here when you get back.

Additional information

Gifts, Rewards or Benefits in Kind

As a volunteer, you won't be paid for your time and will not receive any gift, benefit or reward for your role as this may have tax implications.

Health & Safety

The Angling Trust is committed to looking after the health, safety and welfare of everyone who works for us. 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 to provide a safe working environment for all.

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

Volunteers should make themselves familiar with the Clubs and Fisheries Health and Safety Handbook and Health and Safety Guidance Notes available on the Angling Trust website:

<https://anglingtrust.net/club-resources/>

It is important that you:

- Carry out your duties without endangering either your own health and safety, that of colleagues, third parties and the general public.
- Comply with all relevant instructions and procedures relating to safety.
- Inform your Angling Trust contact 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 Angling Trust contact as soon as possible.

Accidents and incidents

All accidents and incidents must be reported to your Angling Trust contact as soon as possible. If you feel that it's a real emergency, please contact the emergency services immediately.

Anti-doping

The Angling Trust believes in clean sport and has adopted the anti-doping policies of UKAD and the International Angling Confederation (CIPS) to ensure the integrity of our sport is protected. The use of performance enhancing drugs and other doping behaviour severely damages the legitimacy of angling and undermines the integrity of the sport. The Angling Trust encourages all volunteers to support clean sport.

Anti-Doping Lead – Head of Competitions: antidoping@anglingtrust.net

Data protection

As an Angling Trust volunteer, personal information may come to your attention. You are responsible for protecting the security of personal data and confidential information that you receive during your volunteering activities. This is particularly important in the context of personal data and our responsibilities as an organisation under the General Data Protection Regulation (GDPR). Please see the 'Quick Guide to GDPR responsibilities' at the end of this document.

If you would like more information or training, please get in touch with your Angling Trust contact.

Safeguarding

Responsibilities

The Angling Trust is committed to ensuring that everyone has the opportunity to participate in angling and be safe. This includes children, young people and vulnerable adults. To ensure we can support this, we have established the following documents to show how together we will do this.

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

If you will be volunteering in a role that requires working with children, young people or vulnerable adults, it is vital you are aware of the above policies. They can be found here:

<https://anglingtrust.net/safeguarding/> or speak to your Angling Trust contact.

It is not your responsibility to decide on the outcome of information disclosed to you. However, it IS your responsibility to deal effectively with the information given to you. If someone discloses information to you relating to a safeguarding concern, you should record the information while it is still fresh in your mind and report back to your AT contact or directly to our Safeguarding Lead as soon as you are able to do so to allow the relevant authority to be alerted. If you believe a child or a vulnerable adult could be in imminent danger of harm, you should contact the police and then inform our Safeguarding Lead.

Remember: RECOGNISE – RESPOND – RECORD – REFER

Safeguarding 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 essential you speak with your contact as it may be appropriate that you complete some relevant training.

AT Safeguarding Contacts

Safeguarding Lead:	Richard Hadley	richard.hadley@anglingtrust.net
Deputy Safeguarding Officer:	Darren Birch	darren.birch@anglingtrust.net

Dealing with issues

Problems within your role

If you encounter a difficulty with any aspect of the role or it isn't working out as hoped, please talk to your Angling Trust contact as soon as possible for advice and support. They will try to resolve any difficulties, but if it is agreed it can't work, this shouldn't be seen as failure, and they may be able to suggest a more appropriate role.

Please refer to our Problem Resolution Policy, (available in the policy area of the Angling Trust website) for more information:

<https://anglingtrust.net/about-us/governance-and-policies/policies/>

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 seen as constructive feedback and therefore essential to future developments. Regardless of what people say, we don't get everything right all the time and therefore it is crucial we respond to this kind of feedback. The Angling Trust has an official complaints procedure. Should you feel the need to submit constructive feedback or someone outside of the organisation wishes to do the same, please speak to your Angling Trust contact.

Quick Guide to GDPR Responsibilities

Volunteers are responsible for protecting the security of personal data and confidential information that they receive in the course of volunteering activities. This is particularly important in the context of personal data and responsibilities under the General Data Protection Regulation (GDPR).

This guide has been developed as an easy reference point for the main elements of GDPR and how volunteers can help with compliance with the requirements of GDPR.

Examples of personal data:	Examples of sensitive personal data:	Examples of confidential information:
A name and surname	Racial or ethnic origin	Credit/Debit card details
An email address	Political opinions	Banking Details
Location data	Religious or philosophical belief	Contracts
A home address	Sexual orientation	Commercial documents
A member ID number	Health	Reports
An internal protocol (IP) address	Trade union membership	
	Generic data	
	Biometric data	

DOs	DON'Ts
Shred/burn personal/confidential data if in paper form	Leave any personal information lying around
Keep your usernames and passwords secure	Give your username or password to anyone
Dispose of personal/confidential data securely	Dispose of personal data in regular bins or recycling if it has not been shredded or destroyed
Dispose of personal/confidential data as soon as possible (i.e. after an event has finished)	Open emails or attachments from unknown sources
Report any data breaches <u>immediately</u> to your AT contact person	Duplicate personal data unnecessarily e.g. printing it out
Undertake regular training on GDPR	Download business data onto personal devices unless authorised
Be vigilant with emails and attachments	Leave your computer logged in if you can access personal data from it
Familiarise yourself with AT's documentation and policies	Store your passwords in browsers
Log out when not using a digital service	Log on to public Wi-Fi or unsecured networks whilst working on personal data
Only use personal data if you need to and for as long as you need it	Provide access to personal data unless it is necessary and lawful
Verify an individual before handing over personal/confidential data	
Arrange certified confidential waste disposal for large amounts of personal data	