



Winchester Area Access for All (WAAFA)
WAAFA c/o WACA
Groups Development
The Winchester Discovery Centre
Jewry Street
WINCHESTER
Hampshire
SO23 8SB

Tuesday, 2nd December 2014

Volunteer Policy

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4. The Good Accessibility Scheme

WAAFA has carried out a survey of shops and businesses with the aim of recognizing good practice in making premises, goods and services accessible to all.



Certificates and badges (in the form of stickers – Bronze, Silver and Gold) will be awarded to those shops whose practice is good. It is hoped that the badges will be displayed by their recipients so that customers with potential access difficulties can enter their premises with confidence. Also, this should encourage businesses to maintain and even improve high standards of service.

In Phase 1 we restricted our attention to the 61 businesses in Winchester High Street between the junctions of Middle Brook Street and Jewry Street. These shops and businesses were awarded certificates and badges in March 2014.

WAAFA is now rolling out with Phase 2 and 3 that includes a selection of shops/businesses throughout the Winchester City Centre and Phase B will take place in 2015 where we will assess restaurants, cafés, gyms (leisure centres), pubs, clubs and fast food eateries with seating.

5. The Volunteer Role – ‘Mystery Shoppers Surveyors’

Volunteers are required to assess shops/businesses/premises in accordance with the Good Accessibility Scheme Questionnaire/Survey as ‘mystery shoppers’, using foresight into understanding the needs of accessibility for all; including all forms of disability and being able to objectively apply this to the question’s answers. Questionnaire surveys assess the entrance of the shop, inside the shop, customer service and availability of information.

6. The Volunteer Role - Procedure

The normal version of the Questionnaire is available in hard copy at Shopmobility in Winchester. Shopmobility is located in the Brooks Shopping Centre, Upper Parking Level, Winchester, SO23 8QY. Simply go and collect a questionnaire, complete the questions (try to capture comments) and return to Shopmobility, marking with a line through the shop names on the list those that were completed. We also have a Learning Disability Friendly Questionnaire; hard copies of these are available from Winchester GO LD (formerly MENCAP). Please contact info@waafa.org.uk (or call 01962 855 016 – Keith Hatter, Chair) to arrange to collect the Disability Friendly Questionnaire hard copies. Alternatively soft copies can be emailed to you, please contact us. We have a complete list of shops/businesses and premises; so if there is a particular shop/business or premises you would like to survey, please contact us to check availability and then either collect the surveys or email us requesting the survey.

7. Support

WAAFA's Chairman, Mr Keith Hatter, and the Secretary, Miss Zanell Neethling, is available to offer support to you. They are your key contacts throughout your volunteering with us. They are there to deal with any issues arising. This will also ensure that **WAAFA** are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Contact details:

info@waafa.org.uk – Zanell Neethling, Secretary or 01962 855 016 - Keith Hatter, Chair

8. Recognition and Reward

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. You will receive a formal certificate for your participation in the scheme.

9. Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Please refer to the *Volunteer's Expenses Policy* of **WAAFA**. All reasonable out of pocket expenses, if required, will be reimbursed including expenses for travel and a

Sainsbury's meal-deal (if working more than 4.5 hours in one session). In order to claim expenses, a *Volunteer Expenses Claim Form* must be completed, a valid receipt provided and this should be handed in to WAAFA's Secretary, Zanell Neethling; either scanned-in and emailed, posted to WAAFA or in person; contact her to meet with her in Winchester, where a copy of the expense receipt can be made at the library (if e.g. you require your train ticket for the return journey that day and are unable to scan it in or post it).

Contact details:

info@waafa.org.uk – Zanell Neethling, Secretary or call 01962 855 016 – Keith Hatter, Chair

Postal Address:

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10. Insurance, health and safety, accidents and risk assessment

WAAFA is in care of a registered charity Winchester Area Community Action (WACA) (Reg. Charity No. 1044945) that has a valid insurance policy so that volunteers are covered by public liability insurance. We also have a Health and Safety Policy, Equality & Diversity Policy, Lone Working Policy and Safeguarding Adults & Adult Protection Policy. Copies of these can be made available on request. We have clear procedures for accidents and emergencies in reporting them to WAAFA and advise on keeping safe in the streets.

11. Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the Secretary, Zanell Neethling or to the Chair, Keith Hatter and she/he should be able to sort it out with you before it becomes a problem.

12. Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

13. Equality, Diversity and Inclusion

WAAFA is committed to embracing diversity and promoting equality and inclusion. When representing **WAAFA** as a volunteer we expect you to support our commitment to promoting equality.

This is the Volunteer Policy of **WAAFA**

It will be reviewed every _____ 12 _____ months

Date of next review _____ 02/12/2015 _____

Signed _____

Position _____ Chair, Keith Hatter _____

Signed _____

Position _____ Secretary, Zanel Neethling _____