



# Volunteer Handbook



**Wheels  
for All**

# Welcome to Wheels for All

Wheels for All is the largest provider of inclusive cycling opportunities in the country, celebrating over 30 years of activity and engagement, enabling people of all abilities to enjoy the benefits of being active through cycling. The Charity is recognised nationally for delivering innovation, impact, reach and behaviour change for people who have not had the opportunity to be active. We strive to reach more people and empower those already engaged in our services to go further and push the boundaries, weaving activity into life for the long term.

We do all this through our Wheels for All, Pedal Away and Bike Buddy programmes – you can find a bit more information about each on the following page. Our strength as a Charity is due to the skills and abilities of volunteers like you. We look forward to a long and successful working relationship with you and sincerely hope that your time with us is enjoyable and rewarding.

The Charity is proud of its achievements to date, and now we are entering a period of growth and expansion across the country, delivering more programmes, and creating more opportunities for people to be active, and ultimately weave cycling into their lifestyle. Key to this effective engagement is the energy, dedication and passion of staff, volunteers and board members to make a difference. It is crucial, therefore, that we work to a consistent set of standards as the charity grows and develops.

**Our Vision** is achieving an environment where everyone can cycle on a regular basis regardless of their age or ability and can weave it into lifestyle forever.

**Our Mission** is to promote inclusive cycling through a range of successful community engagement programmes that give people the opportunity to cycle on a regular basis.

**With each activity our volunteers offer their unrivaled help, support, and guidance to our participants and carers, together we are one step closer to achieving our vision!**





Our nationally recognised Wheels for All initiative enables children, adults, and elderly people of all abilities to cycle using a broad range of adapted bikes, with the support and guidance of staff and volunteers.

Our focus on creating a national network of high quality and well received Wheels for All hubs, is key to ensuring people of all abilities have every chance to be active on their own terms.



Pedal Away is our community-based cycling programme that supports people wanting to complete locally led group rides with the support of Pedal Away ride leaders.

As a programme it focuses on developing each participant's skills and knowledge, leading to an increase in confidence and self-esteem.



Bike Buddy is our newest programme. It supports disabled people to develop the skills and confidence to ride independently.

Currently being piloted in several locations across the country, Bike Buddy will take adaptive cycling on from being something that can only be enjoyed at a Wheels for All session, to an everyday option for leisure, commuting, health and enjoyment.



# Our vision for volunteering

We believe that by harnessing the passion and skills of our volunteers, together we can remove the barriers for everyone in participating in cycling by engaging volunteers in our mission wherever possible.

We aim to deliver a first-class volunteering experience so that our volunteers enjoy supporting communities to take up cycling and feel well equipped to make a difference. We are committed to making Wheels for All the best organisation to volunteer with.

To ensure that volunteers are at the forefront of everything we do, we aim to:

- Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.
- Attract volunteers with the relevant skills to the charity with a variety of suitable roles to cater for all.
- Deliver a first-class volunteering experience, through processes, ways of working and meaningful recognition which makes it enjoyable, rewarding, and easy to volunteer with us.



# Volunteer policies

The following guide is designed to explain key procedures, rules, and policies in short form – providing a quick overview of the important things you need to know. For any more information regarding the policies or to see the policies in full please contact our national volunteer manager. It is important that you familiarise yourself with all procedures and rules. The Charity may need to alter or amend any policy or procedure contained in this guide to ensure that it remains relevant and consistent with the needs of the Charity. Any such change will be notified to all our volunteers. We do expect you to comply with the requirements set out in this guide to ensure your safety, the safety of others and a high-quality service to our participants.

In addition to our policies, volunteers are required to operate in accordance with the standards outlined in our ways of working document to ensure we provide safe and consistently high quality inclusive sessions throughout the country.

## Personal Details

As a volunteer please ensure any change to your personal details including address or contact details are communicated to your coordinator or our national volunteer manager. This is important so we can continue to get in touch around relevant volunteering opportunities and ensure you receive any key updates from head office including our volunteer newsletter.

## Training

Volunteers will have a valuable set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences.

To help ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction, shadowing and training process prior to commencing their role, together with further training in Wheels for All / Ride Leadership (role dependent), where appropriate, whilst volunteering with Wheels for All. Each volunteer role has a role profile that outlines all the relevant training requirements.

Each volunteer will be provided with relevant management and support from their coordinator within their region. This might include regular, appropriate and mutually agreed contact.

Wheels for All will also provide appropriate recognition and occasions to celebrate volunteers and their contributions on an individual and group basis, according to specific role(s), commitment and length of service.

## Health and Safety

A detailed health and safety policy/handbook identifying the roles and responsibilities of key staff members for ensuring that the Charity meets its commitment to health and safety is available from head office. In addition a poster setting out important information on health and safety is displayed on our SharePoint site and at each delivery location. Any health and safety concerns should be reported to your coordinator and/or the Health and Safety Officer as soon as possible. Please refer to the Health and Safety policy for further information on:

- Accidents and First Aid;
- Emergency Evacuation and Fire Precautions; and
- Risk Assessments, Display Screen Equipment and Manual Handling.

You should always ensure that you conduct yourself in a safe and responsible manner that does not risk harm to yourself, colleagues or others.

## Equality

The Charity is proud to be an equal opportunities organisation. Volunteers are encouraged to raise with headquarters any discriminatory behaviour, assumptions or attitudes they encounter whilst operating on behalf of the charity and are entitled to do so free from any reprisal, providing they are acting in good faith.

## Data protection

General Data Protection Regulations (GDPR) apply to volunteers in the same way as any other individual. If your role requires you to processes, collect or store information about an identifiable person, please remember the following principles.

- Only collect and use personal data for specific, explicit and legitimate purposes.
- Data must be adequate, relevant and limited to what is necessary.
- Keep data accurate and up to date.
- Only keep data for as long as is necessary.
- Keep data secure. Ensure paper-based personal data is locked away. Electronic data should be password-protected, encrypted and/or restricted to essential people only.

## Driving

Where driving is required as part of your volunteer role, it is your responsibility to ensure that you are legally qualified to drive. When driving a hired vehicle on behalf of the charity, the hire company will require the relevant driving licence information and documentation directly to arrange the hire of the vehicle.

It is illegal to use your mobile phone including texting whilst driving. Volunteers should never use their mobile phone whilst driving on Charity business unless they do so on a properly installed hands-free system and traffic conditions mean that it is safe to do so. In most cases, it would be preferable to make any calls when the vehicle is stationary.



## **Timekeeping**

All volunteers should aim to arrive punctually at the agreed time to begin helping at the designated session.

If you are going to be late, please contact the individual leading the session to let them know.

## **Smoking**

The Charity operates a smoke-free workplace. Smoking (which includes the use of e-cigarettes and personal vaporisers) is therefore strictly prohibited throughout all Charity premises and vehicles.

Smoking is only permitted during designated break times and in the designated outside areas. When smoking outside, you should ensure that you dispose of cigarette butts and other litter appropriately.

## **Alcohol and Drugs**

To ensure the safety of all parties, you must not present yourself to volunteer under the influence of alcohol, illegal drugs or any other substance taken for non-medical purposes.

You must not consume any alcohol during working time, lunchtime or during any break unless this has been specifically authorised.

## **Dress Code**

It is important that you appear clean and smart at all times when at work, particularly when you may be in contact with our customers or the general public.

You must ensure you look presentable when operating on behalf of the charity. If Wheels for All branded clothing has been provided to you this should be worn where possible.

## **Personal Protective Equipment**

If you are provided with any Personal Protective Equipment (PPE), including protective footwear, you must ensure you wear this at all times, especially in any designated area which may pose additional risk.

As the national inclusive cycling charity, the Charity has a duty to promote good practice. All volunteers cycling on behalf of the charity must wear a helmet, this is to ensure your safety and to promote good practice for our participants.

## **Expenses**

The work of Wheels for All is critically dependent on our extensive network of volunteers and as such we do not want any of our volunteers to be out of pocket to support the work of the charity.

Please note that any volunteer expenses must be agreed before they are incurred.

## **Social Media**

When using social media you should take particular care not to behave in a way which reflects badly on the charity. Inappropriate or disparaging comments about the Charity, colleagues or customers will not be tolerated.

## **Performance Improvement**

It is in everybody's interest for our workforce to perform well at their roles and the Charity aims to ensure that all our volunteers are given the support needed to ensure that they do so. Where there are issues with performance then the volunteer should receive feedback from their coordinator and/or our national volunteer manager setting out any concerns. Discussions should take place about how that performance can be improved.

Volunteers are required to undertake any training and refresher training as required for their roles to ensure currency of skills.

## **Code of Conduct**

Behaviour which is disruptive, disrespectful to colleagues, or which falls short of the requirements set out in this handbook will not be tolerated.

The Charity aims for the highest possible standards of ethical conduct in all of its activities and expects the conduct of our volunteers to reflect this. Dishonesty of any kind will be treated as a serious matter.

## **Good Faith and Loyalty**

The volunteering relationship is one built on trust and we all have a mutual interest in making the relationship a success. The Charity has a duty to provide reasonable support to volunteers and volunteers have a duty of good faith towards the Charity. In practice this means not doing anything that undermines the Charity's position by acting in competition with it, providing information to competitors or undermining the Charity's standing with customers and fellow volunteers.



## **Bullying and Harassment**

All our volunteers are entitled to a working environment free from bullying and harassment. All volunteers are required to behave towards each other with respect. In particular, offensive behaviour which relates to sex, race, age, disability, sexual orientation, religion or belief, pregnancy or gender reassignment will not be tolerated.

Bullying or harassment in any form is completely unacceptable. Usually what constitutes as capable of amounting to bullying or harassment is a matter of common sense and the Charity expects volunteers to consider how their words and actions may be seen by others and avoid behaving in such a way as to cause offence or create an unpleasant working environment.

If you any form witness bullying or harassment please report to your coordinator and/or to our National Volunteer Manager. We will then ensure your statement is logged and follow up with in accordance with the volunteer problem solving policy.

## **Problem solving**

Wheels for All is committed to ensuring that all volunteers and participants have a positive and fulfilling experience. Preventing problems arising is always our intention. We will take a proactive approach when any problems happen and work to resolve them fairly, consistently and as quickly as possible.

Sometimes a problem will have to be resolved using a more structured process as detailed in our Volunteer problem solving policy. This is important in helping us ensure that volunteers, staff members and participants have the opportunity to raise and discuss concerns. We will make every reasonable effort to resolve difficulties at an early stage and we always review feedback and learn from it.

## **Grievances**

The Charity aims to be responsive to concerns raised by volunteers and if you are unhappy with something affecting you, you are encouraged to raise this with your coordinator and/or our national volunteer manager.

## **Whistle blowing**

The Charity encourages volunteers to raise any concerns that they may have about any wrongdoing at any level within the charity. Wrongdoing in this context means any breach of a legal obligation, risk to health and safety, a criminal offence being committed, a miscarriage of justice occurring or likely to occur or damage to the environment. Any concerns you have should be raised with our safeguarding lead.

## **Insurance**

Cycling Projects provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst participating in volunteering activities.



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Wheels for All is the operating name for Cycling Projects a company limited by guarantee & registered in England & Wales (No. 2618968) 11-13 Wilson Patten Street, Warrington, WA1 1PG.  
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