



CAISTOR ROMAN TOWN

CAISTOR OUTREACH GROUP

Volunteer Handbook

Contents

Welcome Letter	3
Caistor Roman Project/Norfolk Archaeological Trust	
– Who are we?	4
CRP & NAT: Working Together	6
Organogram	7
Our Volunteering Promise	8
Our Customer Service Promise	9
Volunteer Code of Conduct	9
Safeguarding Guidelines	10
Frequently Asked Questions	13
Contacts	14
Volunteer Forms	15
Incident Reporting Form	15
Volunteer Record of Hours	15
Volunteer Travel Expenses Claim Form	15
Volunteer Letter to Insurance Company	16

Welcome

Thank you for choosing to volunteer with the Caistor Outreach Group.

The group is jointly-supported by Caistor Roman Project (CRP) and Norfolk Archaeological Trust (NAT) who have agreed to work together to facilitate volunteer and community involvement with the conservation and sustainable management of Caistor Roman Town. As a volunteer with the outreach group you will be the face of CRP and NAT in the local community.

We want to make sure that you get the most out of your time with Caistor Outreach Group, and this handbook will provide you with a general overview of volunteering with us. Along with this handbook, you'll also receive information about your specific role, and the opportunity to learn more about the outreach group through our induction training. If you have questions about your role, please do not hesitate to get in touch with us.

We hope that you enjoy your volunteering role, and look forward to hearing about your experiences.

Yours sincerely,



Peter Griffiths

Chairman Norfolk Archaeological Trust

Alan Pask

Chairman Caistor Roman Project

Who are we?

As a member of the Caistor Outreach Group your volunteering role will be supporting the work of two charities: Caistor Roman Project (CRP) and Norfolk Archaeological Trust (NAT).

Caistor Roman Project

CRP is a volunteer-led archaeological research organisation. We were founded in 2009 and our purpose is to advance the education of the public in the history and archaeology of Caistor Roman Town in Norfolk and its surrounding region. We aim to involve the local community in programmes of excavation, field survey and other research with the aim of investigating the history of Caistor Roman Town and our relationship with the surrounding landscape.

CRP is a membership organisation managed by the Trustees Group.

For more information on CRP and what we do visit <http://www.caistorromanproject.org>

Norfolk Archaeological Trust

NAT owns and manages the main Caistor Roman Town site. The charity was founded in 1923 with the purpose of acquiring selected sites within the county of archaeological importance which would benefit from sympathetic ownership.

Our vision: Protecting Norfolk's history for people to enjoy every day.

Our mission statement: We work with local communities to save Norfolk's irreplaceable historical sites and to share them with everyone.

We are a registered charity which derives income from its properties, through rent and through farming and agri-environmental funding schemes; from membership subscriptions; and from donations and legacies.

NAT is a small membership organisation with a paid Director and a volunteer Council. It is supported by a group of approximately 80 volunteers who are in a variety of roles from tour guides and school guides to wildlife surveyors and site wardens. NAT owns and manages 11 properties across Norfolk including Caistor Roman Town. For more information on the history of NAT and what we do visit www.norfarchtrust.org.uk

CRP & NAT: Working together

When you join the Caistor Outreach Group you will be volunteering for Caistor Roman Project (CRP) with the support of Norfolk Archaeological Trust (NAT).

Our two charities have agreed to work together wherever possible in the pursuit of the joint aim to increase through effective collaboration the positive impact of both organisations on the archaeological and natural environment of Caistor Roman Town and its surroundings. With this aim, we have agreed to pool our resources to support the Caistor Outreach Group. This is how we operate the scheme:

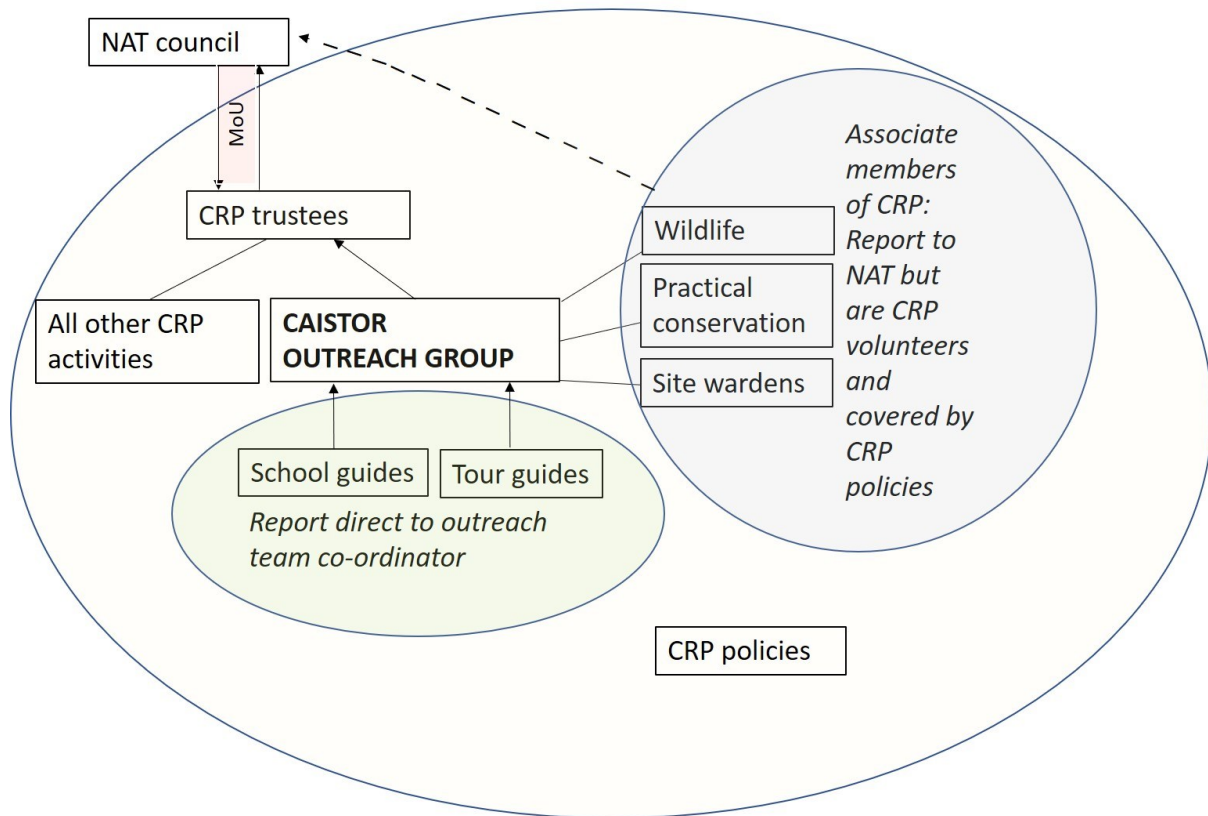
Caistor Roman Project role:

- all volunteers carrying out activities at the Caistor Roman Town site join CRP's Caistor Outreach Group. The group will be led by a named CRP Trustee who will co-ordinate volunteer tour guides and schools outreach
- People undertaking other volunteer roles at the site (e.g. site wardens) will report directly to a named contact at NAT
- all volunteers are members of CRP. For those volunteers whose sole volunteering activity is at Caistor Roman Town, and who do not wish to take part in wider CRP activities (such as excavations), free associate membership will be provided. Full paid-up CRP membership can be taken up at any time if the outreach group member wishes to get more involved with wider CRP activities.
- all volunteers at the site are covered by Caistor Roman Project volunteer policies and procedures

Norfolk Archeological Trust role:

- pays agreed volunteer travel and materials expenses
- provides other equipment and materials such as hi-vis jackets and badges
- funds and supports training
- provides all necessary insurance cover for visitors and volunteers
- ensures volunteer policies and procedures are kept up to date.

Organogram for Caistor Outreach Group



Our Volunteering Promise

The Caistor Outreach Group (COG) play an invaluable part in helping NAT and CRP present Caistor Roman Town to our visitors and enhance their experience. We want to make sure all COG volunteers have the skills and support they need to carry out their roles. To make your volunteer experience enjoyable and rewarding for you, the two organisations will:

- Provide a full induction for all new volunteers
- Offer training for all new volunteers as well as highlight any on-going training opportunities as you develop in your role
- Provide a named person with whom you can discuss your volunteering role
- Hold meetings and an annual survey in which you can feed back on your volunteer experience with us so we can continue to grow and improve
- Provide you with a name badge to identify you as a Caistor Outreach Group volunteer
- Ensure you are provided with everything you need to carry out your role in a safe manner
- Provide an environment which is free from unfair treatment
- Reimburse agreed incurred travel expenses

In return, we ask Caistor Outreach Group volunteers to:

- Attend appropriate induction and training sessions
- Commit to Caistor Roman Project policies, and abide by them
- Keep a record of your hours and other required information for your role

Volunteers give their time freely to support the Caistor Outreach Group and are not paid. All volunteers are asked to read and adhere to the Volunteering code of conduct which is binding in honour only and not intended to be a legally binding contract between Caistor Roman Project or the Norfolk Archaeological Trust and the volunteer. The voluntary commitment may be cancelled at any time at the discretion of either party and does not create an employment relationship either now or at any time in the future.

Volunteer code of conduct

We want visitors to actively engage with Caistor Roman Town so that we can work together to ensure its future conservation. We also want our visitors to recommend the site to others and to return time and time again. It is therefore important to us that our visitors have a safe and enjoyable experience at the Town. Volunteers are the face of CRP and NAT in the community and at the Town. We therefore ask all volunteers to follow our code of conduct:

- **All our visitors are made to feel welcome on our sites**
 - ✓ you wear your name badge and high-vis
 - ✓ you are warm, friendly and approachable
 - ✓ you refrain from smoking on site

- **We maintain a safe environment for our visitors**
 - ✓ if you are leading a guided tour or other visit, you are vigilant in identifying any health and safety hazards, and you provide a safety briefing at the beginning of the visit
 - ✓ you report back any health and safety concerns to NAT's Director e.g. broken fences, fallen trees, holes in the ground etc (see contact details below)

- **We provide our visitors with all the information they need to learn about the site**
 - ✓ you always attend your designated tour or other activity and arrive in plenty of time
 - ✓ if for some reason you cannot make your designated activity you will do your best to organise cover by liaising with fellow volunteers
 - ✓ you answer any questions visitors have about the site or signpost them to other sources of information if you don't know the answer

Safeguarding guidelines

As an adult volunteering for the Caistor Outreach Group you have a responsibility to ensure that everyone attending the Caistor Outreach Group's activities, particularly children, young people and vulnerable adults, are protected from harm, as set out in our Safeguarding policy, and supporting policies. All CRP policies can be downloaded from the website www.caistorromanproject.org/. It is the responsibility of each adult volunteering with Caistor Outreach Group to ensure that:

- ✓ your behaviour is appropriate
- ✓ you observe the rules established for the safety and security of children, young people and vulnerable adults
- ✓ you follow the procedures following suspicion, disclosure or allegation of child abuse
- ✓ you recognise the position of trust in which you have been placed
- ✓ in every respect, the relationships you form with the children, young people and vulnerable adults in your care are appropriate.

Anyone who wishes to volunteer with the Caistor Outreach Group must accept, understand and put into practice our Safeguarding policy.

Dos and Don'ts

To give positive guidance the Code of Behaviour (below) provides a list of do's and don't's to help you ensure that:

- the welfare of the children and/or young people and/or vulnerable adults for whom you may have a duty of care is safeguarded
- you avoid placing yourself in a compromising situation or creating opportunities for misunderstandings or allegations.

Code of behaviour

- ✓ **DO** put this code into practice at all times
- ✓ **DO** treat everyone with dignity and respect
- ✓ **DO** set an example you would wish others to follow
- ✓ **DO** treat all young people equally - show no favouritism
- ✓ **DO** plan activities that involve more than one other person being present, or at least are within sight and hearing of others
- ✓ **DO** follow recommended adult/young people ratios for meetings and activities
- ✓ **DO** respect the right to personal privacy of a child, young person or vulnerable adult
- ✓ **DO** avoid unacceptable situations within a relationship of trust, eg: a sexual relationship with a young person, or vulnerable adult over the age of consent
- ✓ **DO** allow children, young people and vulnerable adults to talk about any concerns they may have
- ✓ **DO** encourage others to challenge any attitudes or behaviours they do not like
- ✓ **DO** avoid being drawn into inappropriate attention seeking behaviour eg: tantrums and crushes
- ✓ **DO** make everyone aware of Norfolk Archaeological Trust's procedures for safeguarding children, young people and vulnerable adults
- ✓ **DO** remember this code even at sensitive moments eg when responding to bullying, bereavement or abuse
- ✓ **DO** keep other members of staff/volunteers informed of where you are and what you are doing
- ✓ **DO** remember someone else might misinterpret your actions, no matter how well-intentioned

- ✓ **DO** take any allegations or concerns of abuse seriously and refer immediately.

- ☒ **DO NOT** trivialise abuse
- ☒ **DO NOT** form a relationship with a child, young person or vulnerable adult that is an abuse of trust
- ☒ **DO NOT** permit abusive peer activities eg: initiation ceremonies, bullying
- ☒ **DO NOT** engage in inappropriate behaviour or contact - physical, verbal, sexual
- ☒ **DO NOT** play physical contact games with children, young people or vulnerable adults
- ☒ **DO NOT** make suggestive remarks or threats to a young person, even in fun
- ☒ **DO NOT** use inappropriate language - writing, phoning, email or internet
- ☒ **DO NOT** let allegations, suspicions, or concerns about abuse go unreported
- ☒ **DO NOT** just rely on your good name to protect you

Frequently Asked Questions

Absence

If you are unable to attend your volunteer shift and can give more than 2-3 days' notice, please inform your main point of contact as discussed in your induction.

If you need to cancel closer to the time, please do your best to liaise with fellow volunteers to arrange cover.

Ending volunteering

You are of course free to stop volunteering at any time. However, it would be very helpful to your colleagues and to CRP/NAT if you could complete the exit survey so we can make any necessary improvements for the future.

Problem solving

If at any point you have concerns over your volunteering with the COG you should discuss this with your main point of contact as discussed in your induction. If your problem relates to this person, you can discuss this with the CRP Chairman or NAT's Director. You can see our full problem solving procedure on the website

www.caistorromanproject.org

Bullying & Harassment

If you feel you have been subject to bullying or harassment while carrying out your volunteer role for COG, please contact the appropriate person as set out in the Problem-Solving Procedure to discuss the issue in confidence. Our policy on Bullying & Harassment can also be found at www.caistorromanproject.org



Contacts

Caistor Outreach Group co-ordinator, Alex Atherton crpoutreach58@gmail.com

Caistor Roman Project Chairman, Alan Pask pask175@btinternet.com

NAT Director, Caroline Davison, carolinedavison@norfarchtrust.org.uk

tel: 01603 462987

Volunteer Forms

There are a number of forms that you will need during your volunteering with Caistor Outreach Group: -

- Incident Reporting Form

NAT is committed to visitor safety at all its sites. Finding out about accidents or incidents and learning from them will help NAT to manage visitor safety effectively.

As volunteers who are regularly at Caistor Roman Town or interacting with our visitors, you are in the best position to let us know when an incident has happened, whether it's a first aid incident with your tour group or you spot some property damage while on site. We also want to hear about near misses so we can avoid issues happening again.

To help report this NAT has an incident reporting form. You can download an electronic version on the website at <https://www.norfarchtrust.org.uk/support-us/#volunteer>. If you witness an incident please complete the form with as much detail as possible and email it as soon as you can to the email address on the form.

- Volunteer Record of Hours

We really value the time you give us. To help us understand how much time our volunteers are donating, please complete your record of hours and send to the named contact on the form on a regular basis. The form can be downloaded from <http://www.caistorromanproject.org/>

- Volunteer Travel Expenses Claim Form

As a volunteer you can reclaim your travel expenses from NAT when carrying out an agreed volunteer activity as part of the Caistor Outreach Group. This is currently set at 30p per mile. Please check with the Caistor Outreach Group co-ordinator in advance if your trip is going to be more than 40 miles there and back, or if you are likely to complete more than 3 x 40 mile round trips per year.

The expenses form can be found on the NAT website (because NAT pays Caistor Outreach Group expenses) <https://www.norfarchtrust.org.uk/support-us/#volunteer>.

This form can also be used to claim any previously agreed expense that might be incurred during your volunteering activity, such as postage. Receipts need to be scanned and sent with the form and purchases should be authorised by your main point of contact first.

- Volunteer Car Insurance Letters

To make sure your car is covered for your volunteering activity we advise that you contact your car insurance company and let them know that you are using your car as a volunteer with Caistor Roman Project. This should incur no cost.

We provide a letter confirming that you are a volunteer and a template letter for you to complete and send to your insurance company. Both letters are included in your induction pack.