



Volunteer
Handbook
2025



Kids on Track is about giving kids from disadvantaged areas of Andover a fun, exciting, happy time, whether this is at our holiday camps, after school activities or trips and visits. Every activity we like to introduce as a new experience, we insist that they give everything a try - so you must too!

Volunteers are the 'WOW' factor of KoT, we really value you and hope that you enjoy volunteering as much as we do. Please, please give us your feedback and always ask us if you are unsure of anything.

We love hearing new ideas, your input is invaluable.

Enjoy, have fun and please come back.

Thank you so so much.

Love

The KoT Team



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Your Role As A Volunteer

The help and support we get from our volunteers is invaluable to Kids on Track. Knowing what to do when you first start can be difficult so the following sets out what we think are the key responsibilities of a volunteer.

- To make the children feel welcome particularly at the beginning of each activity.
 - To help with any set up that is required
 - To help the activity leaders with running the activities
- To follow the instructions of the activity leaders and to remain respectful at all times. Constructive feedback will be given by staff to develop and guide volunteers in a positive manner.
 - To encourage children to participate
- To spend time getting to know the children especially during breaks
- Be a fun, friendly and positive role model, allowing the children to be themselves and achieve
- To report any concerns about the welfare of the children to the Designated Safeguarding Lead (Francesca Gardner) or activity Leader.
- To provide feedback to the team leaders on any improvements that can be made
- To follow the Kids on Track rules and procedures particularly with regard to health and safety and safeguarding.
 - To ensure all areas are left clean and tidy at the end of the day.



Our Commitment To You

We are extremely grateful for the time you give to helping Kids on Track and we promise:

- To make volunteering for Kids on Track a rewarding experience
- To keep you informed about dates / timings and other key information relating to clubs and camps.
- To provide adequate insurance cover for you whilst you are volunteering at Kids on Track.
- To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered whilst you are volunteering at KoT
- To provide support if you have concerns about a child, volunteer or member of the committee.
- To offer you training if required, which will ensure you are well equipped to carry out the role.



Code Of Conduct

Use of social media

KoT runs its own Social media programme. We are bound by very strict safeguarding protocols and as such no one should take photos of any child (some of them are not allowed to have photos taken of them for safeguarding reasons). We will post approved photos taken by the KoT team on the website or social media.

No-one should contact the Kids on Track children directly via social media or email.

Use of mobile phones

The activity is about the kids so it's critical to have time away from your phones apart from responding to essential incoming communication. One of our messages is that time away from social media / mobile devices is good – so we as volunteers need to set a strong example.

Smoking / Alcohol

No drinking (alcohol) is allowed before or at any KoT event with the children. There will occasionally be exceptions, such as the carol service, for enjoying a glass of wine!

Smoking or vaping is not permitted around the children.

Personal Conversations

Discussion about expensive / privileged holidays, cars etc are inappropriate. Please save these conversations for another time.



Attendance

The events are finely tuned and totally reliant on the requisite planned volunteers turning up. If there is going to be an issue please let us know well in advance. Not turning up at all, or being late hurts the charity.

Treating the children with respect

The time they spend with us is very special to them and they look forward to the events immensely. Please make sure you treat the kids with the utmost respect. At times it may be necessary to prevent some behaviour but please never shout. Treat all children equally avoiding favoritism.

Be non-judgemental when talking to or dealing with children.

Physical Contact

Please be aware that any physical contact may be misinterpreted by the children so should be avoided as far as possible.

Confidentiality

There are very strict rules around safeguarding. Assume you can never discuss the children's circumstances with anyone other than a relevant volunteer – and never in public. Adherence to this is critical.

Generalized discussion about events is fine.

Working as part of a team

The charity works as a team. We are all working together along well established guidelines. Please respect your fellow volunteers, respect the rules and make sure you go the extra mile!



Rules for Drivers

- All drivers will have completed the minibus training and completed the driver forms.
- Please make sure all passengers are wearing seatbelts at all times.
- Drivers must always be accompanied by another adult or volunteer when transporting children
- One adult must always sit in the back when there are kids on the bus
- Please check the bus is clean and tidy at the end of the day
- Sometimes kids can be rowdy during the journey, please remind them the bus has the Farleigh name on it.
- All drivers must read the pick up and drop off policy.



Safeguarding Rules

Keeping children safe is a key part of what we do at Kids on Track and it is the responsibility of every volunteer and member of Staff. Therefore we have the following rules:

- All regular volunteers who help at the activities will undertake a DBS check and provide two references.
- All visitors will be supervised at all times.
- All volunteers must sign to say they have read the safeguarding briefing before helping with any activity.
- It is a legal responsibility to report all suspected cases of child abuse including both physical and emotional signs. These should be reported to the Designated Safeguarding Lead, Francesca Gardner. fgardner@kidsontrack.org.uk

Physical intervention ie. restraining a child should only take place to prevent a child injuring themselves or others or causing damage to property. If possible leave any intervention to the team or activity leaders. Under no circumstances should physical force be used as a form of punishment. This is a criminal offence. In all cases where physical intervention is deemed necessary the incident and subsequent actions should be documented.



- Any accidents must be reported to the on duty first aider.
- All medications must be given according to the administering medications policy. Medication should only be given by a member of the KoT team.
- It is the responsibility of the activity leaders to issue sanctions such as time out. However volunteers can point out unacceptable behaviour to those involved.
- Volunteers at KoT are in a position of trust and need to ensure that their behaviour cannot be interpreted as seeking to establish an inappropriate relationship or friendship.
- All precautions should be taken to ensure that you are not left alone with a child out of sight and hearing of other volunteers. It is important to keep ourselves safe as well as the children and volunteers in one on one situations are more vulnerable to allegations.
- You or your children may hear things that are uncomfortable. This is why we exist. Please be aware and prepare your children.
- Any gift for a child needs to also be approved by Francesca Gardner.
- Visiting children's homes is not allowed.
- Volunteers should not give out their contact details without the prior approval of Francesca Gardner.



Cooking Rules

- Follow all guidelines that are given to you for the session by the facilitator
- Ensure that all cooking implements (knives etc.) are collected and accounted for at the end of each session.
- Ensure that any child using sharp knives or other hazardous implements is supervised at all times including washing up (this is a key health and safety issue).
- Supervise the children at all times when using ovens and hobs.
- The children are encouraged to try all aspects of the cooking session, please resist the temptation to do it for them, this includes washing up and clearing away.
- Any injuries need to be recorded on an accident form.



Claiming Expenses

We do not meet travel expenses for volunteers coming to camp unless they are driving a child at the request of the Kids on Track team. Any other expenses incurred when leading an activity can be reclaimed through an expense form.



Equal Opportunities

At Kids on Track we are committed to recognising the potential of every individual. We treat all individuals equally and value diversity. We make every effort to ensure that the camps and other activities are accessible for those with physical impairments.



Data Protection

Kids on Track takes responsibility for your personal data very seriously. We collect data for the following purposes:

- Communications about upcoming camps / clubs, training events and other activities
- Identifying possible skills that can be used to improve camps/ clubs / mentoring.
- To keep volunteers and children safe
- Ensuring we are provide equal opportunities

We will not without your consent share any of your personal data with a third party.

Any data which we have will be stored on a password protected site.

You have the right under the data protection act to ask for a copy of any of the information that we hold about you. If you believe that any information that is held is incorrect please let us know.

We take photos at the activities and these are used on our website and social media. Please let us know if you would rather that we did not use photos of you in this way.

We ask all volunteers to read the relevant policies before attending camp or activities:

Child Protection Policy - All volunteers

Camp Policy- Camp volunteers

Senior Policy- Activity volunteers and mentors

All our policies are available to read on our website.

www.kidsontrack.org.uk/policies

Designated Safeguarding Lead Francesca Gardner 07981882214