**Ramblers Wellbeing Walks (formerly Walking for Health)**

**Sandhurst Health Walks**

**Volunteer Policy**

Updated June 2021

Sandhurst Health Walks are affiliated to Ramblers Wellbeing Walks, currently transitioning from Walking for Health, part of The Ramblers Association. This organisation has been encouraging people to lead a more active lifestyle for the past 14 years. Walks are short, free and volunteer-led. They are open to all, but are particularly aimed at inactive people, those with long-term health conditions, ethnic minorities and lower income groups. We think that the walks also fulfil an important social role.

For more information, advice and guidance, please refer to their volunteer policy document <https://www.walkingforhealth.org.uk/running-health-walks/coordinator-resources/managing-and-recruiting-volunteers/our-national-volunteer> and their website <https://www.walkingforhealth.org.uk> and the new volunteer portal, Assemble

[Welcome to The Ramblers | Assemble](https://volunteer.ramblers.org.uk/portal/home)

**Scheme Coordinator**

Each local scheme has a Scheme Coordinator; our current Scheme Coordinators are Colleen Pidgeon and Thalia Milton (responsible for training). The team of helpers are Trish Wigley, Maggie North, Catherine Duvall, Eryl Taylor, Keith Hyde, Jean Bettison and Maureen Cowie, as well as the volunteer walk leaders and assistants.

Coordinators are responsible for:

* Ensuring there are appropriate walks in their programme
* The effective communications and  marketing of their walks and their scheme
* The training, development and management of suitable volunteers
* Sourcing sustainable funding
* Undertaking monitoring and evaluation to measure the effectiveness of their scheme and demonstrate outcomes
* Following Ramblers Wellbeing Walks best practice guidance
* Networking, building partnerships and sharing good practice and case studies
* Undertaking training and development
* Keeping records up to date

**Walking for Health’s (now Ramblers Wellbeing Walks) vision and commitment to volunteering**

Walking for Health’s (now Ramblers wellbeing Walks’) vision is to make sure all volunteers enjoy a quality experience and feel supported and valued in their role. They want volunteers to be inspired by Ramblers Wellbeing Walks and to become advocates for their local scheme and the national programme. They are committed to providing scheme coordinators with guidance and support.

**What volunteers can expect from Sandhurst Health Walks**

We want to make sure volunteers enjoy their role, and gain real benefits from it, so we are committed to:

* Always treating volunteers with respect and consideration
* Ensuring volunteers can carry out their role in a safe, supportive and inclusive environment
* Ensuring volunteers understand their responsibilities
* Informing volunteers about the training and support available to them or required of them
* Providing support through the scheme coordinator with whom they should have regular contact
* Offering fair, honest and timely feedback on a volunteer’s work
* Updating volunteers on how their work is making a difference
* Treating volunteers fairly
* Through Walking for Health, providing volunteers with civil liability insurance cover

**What Sandhurst Health Walks expect from our volunteers**

In order for us to live up to the vision of Walking for Health, we expect our volunteers to:

* Always treat Walking for Health and Sandhurst Health Walks staff, fellow volunteers and walkers with respect, consideration and appreciation
* Act in a friendly and welcoming way when representing us in public – we are ambassadors for Ramblers Wellbeing Walks (formerly Walking for Health)
* Act in a way that is as inclusive and welcoming as possible to everyone
* Provide as much notice as possible to the scheme coordinator and fellow volunteers if they can’t fulfil their volunteering commitments, or no longer wish to be involved
* Ask the scheme coordinator if they don’t fully understand their role and responsibilities
* Take part in any necessary training, including walk leader training for all walk leaders
* Where appropriate, offer support to other volunteers
* Offer fair and honest feedback to the scheme coordinator and other volunteers
* Follow the Ramblers Wellbeing Walks procedures and policies, for example equal opportunities and health and safety

**Recruiting and managing volunteers**

Currently volunteers come forward after hearing of the need by word of mouth, posters and Facebook (We love Sandhurst and our own Facebook page). They have an informal discussion with the scheme coordinator and are given information about Walking for Health and Sandhurst Health Walks.

Volunteers will usually become walk leaders or assistant walk leaders, but there may also be other roles available, such as publicity.

Volunteers answer to the scheme coordinators, who will supply them with all the necessary information, and training.

The scheme coordinators will liase regularly with volunteers, face to face, by email, Facebook and regular volunteer meetings; usually held quarterly.

Volunteers should be over 18 years of age.

**Induction and Training**

All volunteers should have access to the appropriate induction and training which should include an opportunity to:

* Read this policy and receive a copy
* Access the Walking for Health Website
* Access Assemble (as part of training)
* Ask questions, and be clear what is expected of them
* Meet fellow walk leaders
* Go over Health and Safety requirements and be provided with information about training required
* Join a walk as an observer
* Have a settling-in period to ensure everyone is clear about the role and expectations There should be a review after 2-3 months.

All walk leaders should first attend training run Thalia Milton as part of the national training programme. Volunteers can be assistant walk leaders without this, but we recommend that all volunteers aim to attend a training day.

All volunteers can:

* Sign up to receive Ramblers Wellbeing Walks newsletters
* Have access to tools and resources on the assemble, Ramblers Volunteer portal

Volunteers will be provided with:

* Copies of appropriate forms for use on the walks
* High-visibility vest
* Clipboard, where appropriate
* On completion of the training, a walk leader manual

Other resources, including the walk leader manual, are on the Assemble portal.

**Support and supervision**

Volunteers will be supervised and supported by the scheme coordinator and will also receive support from fellow volunteers. There is the possibility of a named mentor, if wished. There will be regular meetings, approximately quarterly, with the scheme coordinators and other volunteers.

**Rota and arrangements for cover**

Clearly it is important that the walks take place as planned. Reliability and commitment are of key importance. To ensure at least one leader and one assistant leader for each walk, the following system is in place:

* The rota is on Google Calendar
* You can add your name whenever you are available and wish to lead a walk
* There must be a minimum of one trained and one untrained leader for each walk
* If for any reason (eg illness, family emergency) you cannot walk on a day you are rostered, please inform all volunteers and the scheme coordinator by WhatsApp, email or telephone as soon as possible
* If you wish to swap, you are responsible for attempting to find a replacement; this will be by a group email

**Paperwork and drop box**

Sandhurst Health Walks has a drop box in the reception area of the Council offices (due to Covid this is temporarily housed in Pistachio’s). It contains all the necessary forms and also a spare Hi-vis jacket. Completed forms should be left there after each walk and forms replenished if needed.

**Dealing with problems**

We hope that problems will be few and far between! However, if a problem or complaint does arise, it is important for volunteers or the scheme coordinator to raise the issue promptly so that it can be resolved quickly, fairly and honestly.

**Health and safety**

As ambassadors for Ramblers Wellbeing Walks we are committed to looking after the health, safety and wellbeing of our volunteers and walkers.

All walks should be risk assessed by a trained leader; the handbook will provide a reminder of how to go about doing a risk assessment.

**Insurance**

Civil liability insurance is provided to trained walk leaders by Walking for Health.

**Confidentiality**

Walkers may disclose sensitive health information when completing the paperwork or during the course of walks.

It is important that volunteers maintain confidentiality of all information whilst representing Sandhurst Health Walks and Walking for Health**. By agreeing to the Volunteer Policy you are also agreeing to a confidentiality declaration regarding both walkers and volunteers.**

**Data Protection**

Volunteers have a legal responsibility to collect, store and use data about individuals according to the Data Protection Act and GDPR 2018. For more information, go to the volunteer portal, Assemble.

**Contacts and further information**

**Scheme coordinators**

**Colleen Pidgeon**

[**colleen.pidgeon@lineone.net**](mailto:colleen.pidgeon@lineone.net)

**01344 774754 07710 176752**

**Thalia Milton**

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**07791 181853**

**Sandhurst Health Walks website**

[www.sandhursthealthwalks.weebly.com](http://www.facebook.com/l/hAQHYOlmS/www.sandhursthealthwalks.weebly.com)

**Ramblers Wellbeing Walks (and until September 2021 Walking for Health)**

[Welcome to The Ramblers | Assemble](https://volunteer.ramblers.org.uk/portal/home)

[www.walkingforhealth.org.uk](http://www.walkingforhealth.org.uk)

[www.walkingforhealth.org.uk/volunteer-resources](http://www.walkingforhealth.org.uk/volunteer-resources)

**Volunteers**

You will be given a list of names and contact numbers and email addresses of fellow volunteers.