



The Chatty Café Scheme

Code of Conduct for Volunteers

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of The Chatty Café Scheme. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their **volunteer agreement** which formed part of their online volunteering application form, to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following The Chatty Café Scheme's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with The Chatty Café Scheme Volunteer Manager and with your designated Volunteer Supervisor;
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Ensuring personal information about yourself, ie. your phone number, home address, social media account(s) remains confidential and that your telephone number is withheld if you are volunteering as a Chatty Telephone Volunteer
- Acting in a way that is in line with the purpose and values of The Chatty Café Scheme and that enhances the work of The Chatty Café Scheme;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding The Chatty Café Scheme's policies, procedures, support or supervision to The Chatty Café Scheme's Volunteers Manager;



- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with The Chatty Cafe Scheme's grievance procedures;
- Declaring any interests that may conflict with their role or the work of The Chatty Cafe Scheme (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from The Chatty Café Scheme Operations Manager;
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with The Chatty Cafe Scheme returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of The Chatty Cafe Scheme;
- Maintaining an appropriate standard of dress and personal hygiene;
- For relevant roles, comply with The Chatty Café Scheme's DBS Policy (see Appendix A), ensuring that Volunteers notify the Chatty Café Scheme's Volunteers Manager in writing (via email), of any changes to their criminal record, which incur after the date of the DBS provided at the time of the induction.
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to The Chatty Café Scheme Volunteer Manager.¹ For the avoidance of doubt, volunteers are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to The Chatty Cafe Scheme.

Volunteers are expected NOT to:

- Bring The Chatty Cafe Scheme into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);

¹ In seeking information from volunteers about criminal convictions (or the fact that they have been charged with an offence or given the benefit of the Probation of Offenders Act 1907 (as amended)) charities should comply with data protection law and be aware of the limitations on the circumstances in which it is possible to process such information (e.g. see section 55 of the Data Protection Act 2018). It is also important that charities have due regard to the provisions of the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended). If a Volunteer and/or The Chatty Cafe Scheme has any doubt about its rights and responsibilities in this regard, it should obtain legal advice.



- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of The Chatty Cafe Scheme, its volunteers, employees or The Chatty Cafe Scheme Directors;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with The Chatty Cafe Scheme, confidential information gained in the course of their role with The Chatty Cafe Scheme.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of The Chatty Cafe Scheme’s other policies and procedures this may result in the volunteer’s position being terminated. Notwithstanding the foregoing, volunteers should note that The Chatty Cafe Scheme may terminate a volunteer’s position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with The Chatty Cafe Scheme.

The board of Directors at The Chatty Cafe Scheme will review the Code of Conduct for Volunteers at 1-year intervals or as appropriate. The Chatty Café Scheme Operations Manager is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including The Chatty Cafe Scheme Directors, are expected to facilitate this process.

Dates approved by The Board of Directors	05/10/20	13/09/22					
---	----------	----------	--	--	--	--	--



Appendix A; The Chatty Café Scheme DBS Policy

1. What is a DBS Check?

The term “DBS Check” stands for the Disclosure and Barring Service Check. This allows organisations to ensure potential volunteers credibility by checking their criminal history for cautions, warning, reprimands and convictions.

2. Why is it needed?

The check helps determine whether a person is a suitable candidate for the volunteer role for which they are applying.

3. Volunteering Roles

The Chatty Café Scheme offers two Volunteering roles; Chatty Telephone Volunteer and Chatty Table Volunteer. Please see below guidance on DBS Check requirements for each role.

3.1 Chatty Telephone Volunteers

The majority of referrals we receive for people wishing to receive a weekly call are considered “Vulnerable Adults.” The Department of Health defines a Vulnerable Adult as a person aged 18 or over who may need community care services because of a disability (mental or other), age, or illness.

As an organisation, it is crucial that we do as much as we can to protect people from any possible abuse and/or neglect. For this reason, it is our policy that all Volunteers signing up to become Chatty Telephone Volunteers must have an “Enhanced DBS Check for Working with Vulnerable Adults” before they can be matched with a person to call.

We are currently working with Salford Volunteer Centre who can arrange for DBS Checks to be carried out. We are continuously applying for grant funding to help cover this cost and will endeavour to cover the cost of the DBS checks, so that volunteers do not carry the financial burden which can exclude some strong candidates.

We understand some Volunteers might have a current DBS Check in place for “Working with Vulnerable Adults.” If so, we accept copies of their “Enhanced DBS Policy for Working with Vulnerable Adults” that is less than 2 years old (from the date requested).



As part of our Volunteer Recruitment process, we will arrange a WhatsApp/Zoom/Teams meeting with the Volunteer and must see a copy of the DBS via the video link. We complete the following checklist: the date the DBS certificate was issued; the name is correct and corresponds with the ID shown; that it's an Enhanced DBS Check for Working with Vulnerable Adults; check the lower part of the document for any convictions we need to review.

If the applicant has subscribed to the DBS update service, we still need to view the original DBS certificate on WhatsApp/Zoom/Teams.

So that we follow GDPR compliance, we will not ask for a copy to be stored on our database of the DBS Certificate. The DBS Certificate belongs to the Volunteer. When we have checked the DBS we will record we have seen it and document this within our database on the volunteers personal information page.

3.2 Chatty Table Volunteers

As an organisation, we have determined that Chatty Table Volunteers do not need to be DBS checked on the basis that they will be carrying out the Volunteer role in a public place and will not be actively 'matched' with a vulnerable person, as is the case with the Chatty Telephone Volunteers.

We still require completed paperwork, including a reference and ID check, as part of the application process for this role.

4. What happens if your DBS picks up an offence?

We will judge each case on its merits and not discriminate unfairly against any applicant based on a conviction or criminal record information disclosed to us. We understand that some offences may not be relevant to the Volunteering role and may not raise serious concerns in the role for which they are applying.

We have measures in place to consider the criminal record that potential Volunteers have, so that we can identify what, if any, concerns they raise.

It is our policy to invite anyone with a criminal record to meet with at least 2 members of staff on Zoom (online video conferencing). It is our intention to hold a positive Criminal Records Disclosure discussion and discuss details about the offence(s) and relevance to the Volunteering role. A copy of the questions will be sent to the applicant via email in advance of the meeting (see Appendix A) to ensure they have the opportunity to make notes and prepare, should they wish to.



5. Ongoing disclosure of any criminal offences

The DBS Check allows organisations to check a person's criminal history. As criminal activity could take place after the date of the DBS Check, all Volunteers must self-declare any criminal charges which occur after the date of the DBS check provided at the time of the Volunteers induction.

Volunteers must notify the Chatty Café Scheme's Volunteers Manager in writing (via email), of any changes to their criminal record immediately. Should this situation arise, as a next step we will follow the process outlined above in section (4) and depending on the nature of the crime, may ask the Volunteer to stop volunteering with The Chatty Café Scheme with immediate effect.