

North Staffordshire Community Rail Partnership



Volunteers Policy

Introduction

North Staffordshire Community Rail Partnership (NSCRP) works in partnership with East Midlands Railway, London Northwestern Railway (LNR), Avanti West Coast (AWC) and other stakeholders to reconnect the community to its railway. This is achieved by promoting use of services and stations, encouraging voluntary action at stations, helping communities to better understand and respect their railway and by encouraging sustainability.

In order to achieve these objectives NSCRP recruits supports and relies on the contributions made by station volunteers.

Recruitment

This is carried out by NSCRP's main train operating companies, East Midlands Railway and London Northwestern Railway. Prospective volunteers should apply through the EMR website, or to LNR with whom the CRP also works (Stone and Penkridge Stations), or directly to NSCRP.

Induction & Training

All volunteers will receive a safety briefing from EMR or LNR (for Stone and Penkridge Stations). A virtual safety briefing is supplied by Avanti West Coast at Stoke and Crewe Stations. Volunteers are not allowed to start working at a station until they have received a safety briefing. Volunteers must attend an annual safety briefing update thereafter. Other training will be provided where appropriate.

Expenses

Volunteers may apply for concessionary rail tickets from NSCRP or its partner train operators when attending CRP events or meetings e.g. community action days or Management Group meetings. Applications should be made via the Community Rail Officer.

Rewards

Volunteers at EMR stations will be eligible to claim 4 first class (where available) return EMR tickets for every year that they volunteer. These are available from stationadoption@eastmidlandsrailway.co.uk

LNR gives its volunteers a complimentary duty pass valid for travel on LNR services while carrying out station adoption duties. They also hold an annual community rail conference, including a thank you activity.

Supervision & Support

All volunteers will be given a named contact (the Community Rail Officer) who will act as their main contact and supervisor. This person will be available to answer any queries or concerns that the volunteer may have.

Insurance

All volunteers working on station premises are covered by that train operator's insurance policy, provided that they have been safety briefed and are working within the station lease area.

Equal Opportunities & Diversity

NSCRP operates an Equality, Diversity and Inclusion policy. Please refer to this policy document for full details (which will be located on NSCRP website). All volunteers are covered by this policy.

Health & Safety

NSCRP adheres to the Stoke-on-Trent City Council's Health and Safety policy. All volunteers must attend an annual Safety Briefing delivered by their train operator before working at the station. They must adhere to the rules contained within the briefing.

All volunteers should comply with government and train operator guidelines relating to coronavirus, such as social distancing.

Safeguarding

NSCRP is committed to providing a safe environment when involved with children, young people and vulnerable adults and believes that they should never experience abuse of any kind. We have a responsibility to promote their welfare and to keep them safe. We are committed to practise in a way that protects them.

The following checklist is not comprehensive. If needed, please seek further advice from the Community Rail Officer, who has received Safeguarding training from Stoke-on-Trent City Council.

- **Any urgent concerns should be reported to the Police by dialing 999.**
- Contact with individual children should not be undertaken alone.
- Employees and volunteers should be mindful of their conduct, particularly: language, physical contact and general behaviour.
- Permission must be obtained from parents/guardians/teachers before photographs are taken and used
- Names, age, addresses, phone, e-mail and modern media contacts of children will not normally be collected, and will never knowingly be publicised. If collected, procedures will be in line with the Data Protection policy.

Problem Solving Procedure

All volunteers are asked to raise any problems, grievances or difficulties with their named contact at the time or as near as possible to the time that they occur.

If the problem, grievance or difficulty is not resolved fully by that person, volunteers are asked to raise the issue with the NSCRP Chair.

In the case that NSCRP wishes to raise a problem, grievance or difficulties with the volunteer this will be done in private and all practicable efforts will be made to resolve these with the volunteer.

Confidentiality

NSCRP will not share volunteers' contact information without prior permission to do so. The Community Rail Officer abides by the rules set out in the Stoke-on-Trent City Council's Data Protection Policy (contact the Community Rail Officer for further information).

Other useful information

- NSCRP website: www.northstaffsrail.org.uk
- East Midlands Railway: eastmidlandsrailway.co.uk / routes and destinations / adopt a station
- London Northwestern Railway: londonnorthwesternrailway.co.uk/ about us / adopt a station
- EMR email address for registered station adopters:
Stationadoption@eastmidlandsrailway.co.uk
- NSCRP Community Rail Officers: claire.sandys@stoke.gov.uk and emma.mcintosh@stoke.gov.uk

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09/10/19	October 2020 (then annually)	
Date Reviewed	Reviewed By	Comments
15/10/20	ManagementGroup	Avanti West Coast added