

Volunteer Handbook



Table of Contents

Page

- **1** Welcome from the Chairperson
- 2 About us
- **3** Our values
- 4 Being a volunteer
- 5 Code of conduct
- 6 How we will support you
- 7 Equality, diversity & inclusion
- 8 Safety matters
- **10 Guidance & procedures**
- **11** What our volunteers say
- **12** When things don't quite go to plan
- **13 Useful links & contacts**

Welcome from the Chairperson

It is my pleasure to welcome you as a volunteer to the British Para Table Tennis family.

You are joining an amazing team of volunteers who make a valuable contribution to the work that we do within our sport.

BPTT relies on volunteers to help run our fantastic competitions and we hope that you will enjoy your time volunteering with us.

This handbook will provide you with general volunteering information, but if you have any queries not answered within this handbook, please get in touch by emailing <u>info@britishparatabletennis.com</u>

Thank you again for giving your time to make a difference in the para table tennis community.

Adele Stach-Kevitz Chairperson British Para Table Tennis



About us

British Para Table Tennis (BPTT) is the governing body for para table tennis in Britain. We develop the sport in close cooperation with the NGBs of table tennis in the Home Nations. Table tennis was included in the first Paralympic Games in Rome in 1960 and is now estimated to have over 40 million competitive players and millions of recreational players.

Our purpose is to develop a sustainable, progressive, and influential organisation for para table tennis in the UK.

Our aims are to:

- Encourage development of para table tennis in the UK
- Organise competitions at a national level
- Represent British Para Table Tennis in the UK and abroad
- Facilitate appropriate funding to continue the World Class Programme and support para table tennis in the UK
- Ensure appropriate governance and operational structure for BPTT
- Be responsible to UK Sport



Our Values



We **trust** each other We are honest, realistic, and open with each other, and this information in kept within our family. We are supportive of each other and we find lessons and inspiration in the success of others.

We respect each other and are friendly to one another. We are open and approachable. We **respect** each other

We maintain togetherness

We are together as a team, creating a force to the outside. We build respect and belief in one another.

We each have individual goals, with the **belief** that we can achieve these with **hard work**, as well as a **belief** in each other that we can achieve our goals through this **commitment**.

We have belief in ourselves and each other

We respect fair-play

We abide by **fair-play** both on and off the table, valuing the importance of **honesty** in developing **belief** from other members of the team.

Being a volunteer

There are many different types of volunteers within British Para Table Tennis. We welcome all ages, backgrounds, and experiences, to apply for the roles.

Our volunteering roles vary in levels of experience, time commitment, and flexibility.

Some examples of volunteering roles include Technical Officials, Umpires, Medics, Accreditation Administrators, Marshalls, Volunteer Co-ordinators, and Ball Collectors.

We can help you achieve your volunteering goals, and if your commitment or the way you volunteer changes then we can work with you to find something more suitable.

BPTT are committed to providing a safe and positive environment in which people can play our sport.

We therefore have a set of codes of conduct, including our volunteer's code of conduct, which includes a list of expectations that we expect our volunteers to follow.



Code of conduct

- I will participate in all required training and induction activity relevant to my volunteering role.
- I will perform my volunteering role to the best of my ability.
- I will be open and honest. If I am unsure about anything, such as a task that I have been assigned, I will ask for clarification.
- If I am unable to attend any of the volunteering sessions, I will let the relevant person know as soon as possible.
- I will uphold the BPTT values.
- I will treat everyone equally, and with respect, regardless of age, disability, gender, ethnic origin, religion or belief, socioeconomic status, marital status or civil partnership, pregnancy or maternity status, sexual orientation, or gender reassignment.
- I am aware that bullying (verbal and physical) of anyone involved in our sport and use of inappropriate language will not be tolerated under any circumstances. This includes inappropriate use of social media and texting.
- I will adhere to any relevant BPTT policies and procedures.
- I will always respect and maintain confidentiality, adhering to GDPR regulations.
- I will never do or say anything which brings BPTT, any of its members, or the sport, into disrepute.
- I will report any concerns such as safeguarding to my contact at BPTT, or to the Safeguarding Lead.
- I agree to a Disclosure & Barring Service (DBS) check being carried out, and provide proof of identity, where required.
- I will advise my car insurance company if I am asked to use my car as part of my volunteering role.
- I will give my feedback if any aspect of volunteering for BPTT can be improved.

How we will support you

Your BPTT volunteering contact is here to provide support and guidance to you, from the moment you start volunteering with us, to when you decide to finish.

There is basic training that all our volunteers get and other training that is more role specific. Depending on the type of training, this may be done in person or online.

There is some admin work to do at the start. We'll ask you to declare relevant criminal records and depending on your role, we may do some background checks (for example a DBS and reference checks). We may also give you an ID badge so you can identify yourself to people when you are volunteering. Please help us by providing information or returning forms as soon as possible.

You can expect from us:

- A safe environment to work in.
- A respectful, positive, and non-discriminatory culture.
- An induction to volunteering with BPTT.
- A named contact who will support you in your role.
- Relevant and up-to-date information and advice.
- GDPR compliance.
- Where agreed in advance, in writing, reimbursement of relevant expenses.
- BPTT holds Public and Employers' Liability Insurance (via a Service Level Agreement with Table Tennis England).

Equality, diversity & inclusion

BPTT is fully committed to the principles of equality of opportunity and takes its responsibility very seriously in ensuring that no one involved in table tennis whether a member of staff, a volunteer, or member, receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Additionally, the organisation recognises that we live in a diverse society and will take all necessary steps to ensure that anyone participating in our sport in whatever capacity will be treated fairly and offered the same opportunities regardless of their socio-economic backgrounds.

Equality is about making sure people are treated fairly and given fair chances, it is not about treating everybody the same way.

Diversity is about recognising, valuing, and managing difference and acknowledging that individuals have different needs which can be met in different ways.

Inclusion is to embrace all people irrespective of race, gender, disability, medical or other needs.

BPTT fully recognises its legal obligations and will abide by the requirements of the Equality Act 2010 and any later amendments to the Act or subsequent equality related legislation that may be relevant.

Safety matters

Keeping everyone safe

BPTT are committed to providing a safe and positive environment in which people can play the sport of para table tennis.

As a volunteer you are expected to follow some simple rules while volunteering with us and we have a duty to make sure you have the right information, training, and support to carry out your role safely.

Reporting concerns

It is not your role to take individual responsibility for deciding whether or not abuse is actually taking place. However, there is a responsibility to protect children, young people, as well as adults at risk by referring your concern to the Safeguarding Lead.

Where there is an immediate need to protect a child, young person, or adult at risk from danger please call the police on 999.

Further information can be found in our Safeguarding Policies and Procedures available to view on the BPTT website.

Health & safety

Health and safety is everyone's responsibility, we all have a role to play in identifying risks and minimising harm to others.

We are committed to protecting the health, safety, and welfare of all our volunteers, we want you to feel safe while you volunteer for BPTT. We will give you the necessary information and training for your role to ensure that you feel safe and know how to report any concerns.

Keeping data safe

Data protection is about protecting people's privacy. People need to feel that they can trust us to process their data fairly and lawfully.

If during your time as a volunteer you carry out any work linked to handling personal data, you will be required to follow our policies and procedures, and you also may need to complete some training (provided by BPTT).

Here are six easy steps to handling people's personal data:

- Collecting data We will only collect what we need and be clear with people about why we are collecting it and what we will do with it.
- Using data We will only use data for the specific reason/s we have collected it for and not for any other reasons that we think of later.
- 3. **Recording data** We will make sure information is recorded in the right place, and that it is correct and up to date.
- 4. Storing data We will make sure we store data somewhere secure.
- 5. **Sharing data** We will not share data with anyone outside of BPTT, unless we have a formal agreement in place with the person and organisation involved.
- 6. **Disposing of data** We will dispose of data securely whenever we no longer need the information for the reasons we collected it.

Further information can be found in our Privacy Policy, available to view on the BPTT website.

Guidance & procedures

While you are volunteering for BPTT, you will need to follow our policies and procedures. This is to ensure that volunteering is safe, legal, and consistent with other areas of BPTT's work. Depending on your role, you may need to be familiar with our guidance on:

- Data Protection, including our Privacy Policy
- Equality and Diversity
- Safeguarding
- Health & Safety (e.g., venue risk assessment)

Your BPTT volunteering contact will advise which policies and procedures apply to your role. They're also there to offer help so please get in touch if you have any questions.

Insurance

BPTT holds Public and Employers' Liability Insurance (via a Service Level Agreement with Table Tennis England). The personal property of volunteers is not covered by BPTT's insurance, so you need to ensure

that your possessions are cover cannot insure you as a volunteer for the use of your motor vehicle for volunteering activities. It is your responsibility to inform your motor insurance company if you use your vehicle in the act of volunteering.



What our volunteers say



"I love volunteering at BPTT events, helping to inspire the new generation and get them involved in the family atmosphere."



When things don't quite go to plan

We welcome feedback from volunteers and aim to create an environment that embraces two-way communication, we really value your input.

If you have any issues or concerns, please raise them in the first instance to your BPTT volunteer contact.

It is important for us that any problems and complaints are dealt with fairly, openly, and consistently.

We hope that your experience volunteering for BPTT is an enjoyable one but occasionally problems can happen. If as a volunteer you have a complaint about BPTT, a member of BPTT staff, or another volunteer, you should:

- 1. Initially, explain your dissatisfaction with your BPTT volunteering contact.
- 2. If your issue is not resolved, or your issue involves the BPTT volunteering contact, then your complaint can be escalated to the BPTT Company Secretary.

Want to say goodbye?

We understand that circumstances may change, or you just need a break. If you decide that you no longer want to volunteer with us, that's okay. Where possible we will get some feedback from you so we can continue to learn and improve our volunteering offer. 12

Useful links & contacts

Links

British Para Table Tennis https://www.britishparatabletennis.com/

NSPCC Child Protection in Sport Unit - <u>https://thecpsu.org.uk/</u>

Ann Craft Trust - <u>www.anncrafttrust.org.uk</u>

Contacts

British Para Table Tennis queries – info@britishparatabletennis.com

British Para Table Tennis Safeguarding – <u>Safeguarding@britishparatabletennis.com</u>

British Para Table Tennis English Institute of Sport Coleridge Road Sheffield South Yorkshire S9 5DA

