



WYAS

Volunteer Handbook



West Yorkshire
Archive
Service

West Yorkshire Joint Services

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Welcome & Introduction

Welcome to the West Yorkshire Archive Service. We hope you will find your time here rewarding and enjoyable. Thank you for supporting us and giving up your time to volunteer at West Yorkshire Archive Service.

Because we value our volunteers we want your experience as a volunteer to be as rewarding and enjoyable as possible. This guide explains how we intend to do that, as well as telling you more about us and your role as a volunteer. Please read it carefully. If you have any questions please ask your supervisor or Sarah Shooter, who oversees volunteering for WYAS.

Katy Goodrum
Head of Service

Sarah Shooter - Head of Audience Engagement and Learning who oversees volunteers is based at the Morley Office and can be contacted on 0113 289 8222/ 07867865305 or emailed on sshooter@wyjs.org.uk



Mission Statement and Aims

West Yorkshire Archive Service (WYAS) actively seek and preserve records to document the histories of West Yorkshire, its communities and its people and work to improve and extend access to this information for all.

We aim to;

Preserve the past:

- We aim to provide the best care possible for the historic records of West Yorkshire.

Serve the present:

- Everyone has access to the information in our care
- We encourage people of all ages to find out about themselves and their communities and to develop an appreciation of their own history and identity
- We aim to manage and maintain corporate information in accordance with legislative, regulatory and corporate requirements

Protect the future:

- We will develop expertise to ensure that records created in new ways are preserved and accessible in the future



About West Yorkshire Archive Service

Volunteers are vital to the work of WYAS and are part of all aspects of our work. West Yorkshire Archive Service provides a comprehensive Local Authority Archive Service for the Metropolitan Districts of Bradford, Calderdale, Kirklees, Wakefield and Leeds. It is responsible for preserving West Yorkshire's documentary heritage and making it accessible to all. The Service collects and preserves historical records of all kinds dating from the twelfth century to the present day.

What are Archives?

Everybody creates and uses records in the course of business and everyday life. Some of these of these records will be worth permanent preservation. Parchment, paper, photographs, film, electronic records- all are potential archives

What does the Archive Service do?

The archive service provides a secure and environmentally monitored storage for the archives in its care. The service has 5 search rooms one in each of the five Metropolitan Districts, the offices are located in Wakefield (including the Registry of Deeds), Leeds, Bradford, Kirklees (Huddersfield) and Calderdale (Halifax). Anyone interested in the history of Yorkshire, who would like to discover what records have survived, is welcome to visit any of the offices of the West Yorkshire Archive Service. WYAS also has a Conservation Department based at Wakefield. There is a fully equipped studio that provides conservation services to all five WYAS offices as well as commercially to other institutions and members of the public.

Types of records held include;

Local Authority Records and Official Records; Church Records; Maps, Plans and Surveys; Family, Estate and manorial records; Business Records; Clubs and Societies

Other work of WYAS

The service over the years has been involved in several projects and initiatives to widen access to collections and the service in general as well as to engage with communities who feel the service has nothing for them or just have never heard of WYAS. These projects have included:

- www.nowthen.org

This website hosts the many digital community archives that WYAS have been involved in supporting groups to create. This website also host articles and stories from different community groups.

- Education Projects

Over the past few years the service has been involved in several project to deliver learning opportunities to people of all ages from school children to “silver surfers”

- Outreach Projects

WYAS develops and participates in a variety of different projects to engage with new users.

West Yorkshire Joint Services

WYAS are part of West Yorkshire Joint Services. West Yorkshire Joint Services are provided by a Joint Committee of Councillors from the five District Councils within West Yorkshire (Bradford, Calderdale, Kirklees, Leeds, Wakefield). The Joint Services are funded by the five District Councils and also through self-generated income.

West Yorkshire Joint Services comprises:

West Yorkshire Archaeology Advisory Service, Archaeological Services WYAS, West Yorkshire Archive Service, West Yorkshire Ecology, West Yorkshire Grants to Voluntary Bodies, West Yorkshire

Volunteer Opportunities

Why do we involve volunteers?

The list is long but ultimately, volunteers add value to our work. They often bring new ideas, fresh enthusiasm and support to the service. Volunteers help drive the work of the organisation forward and support our aims and objectives.

What you might get from volunteering

There are a lot of things that you might gain from volunteering here at WYAS including a feeling of satisfaction about making a difference to our work; enjoyment of being part of a team; a chance to meet new people, make new friends and gain confidence and learn new skills.

What commitment you will need to make

There are many different opportunities on offer and they require different lengths of time commitment. Some are one offs others require a weekly commitment. Further information will be found in the Volunteer Role Description.

Volunteering Opportunities

There are several volunteering opportunities at WYAS, some of which are offered short term, others long term. You might want to help out with events and activities or support work on access to our collections. We offer opportunities to work from home or to volunteer in one of our offices.

One off and longer term roles include

- Outreach Volunteers
- Audience Engagement Admin Volunteers
- Re-packaging Volunteers
- Digitisation Volunteers
- Cataloguing Volunteers

As a volunteer you must perform your role as agreed. You will have been given a role description when you applied which outlines your tasks. All current opportunities are available from the WYAS website – www.archives.wyjs.org.uk



Volunteering for WYAS

If you are interested in volunteering you can find the relevant details on our website at www.archives.wyjs.org.uk/volunteering.

If you're not sure about volunteering why not talk to the Head of Audience Engagement and Learning who will be able to talk you through the opportunities and the support that is available as well as the commitment required.

Once you have decided that you would like to volunteer for WYAS you will need to:

- Identify the role(s) you'd be interested in
- Complete a volunteer expression of interest form
- Complete a equal opportunities form
- Return the expression of interest and equal opportunities forms to the Head of Audience Engagement and Learning

Once we receive your paperwork we will review it and either invite you for a chat or give you an explanation of why you were unsuccessful.

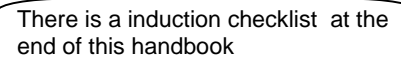
After that discussion, if we feel that you are suitable, you will be invited for an induction and we will agree a time that is suitable for you to volunteer. You will find further information on this in the next section of the handbook.

If you live outside West Yorkshire and are applying for a remote position this may all be done via telephone or email,

Information for Volunteers

Induction and Training

Induction and training will take place within the first month of starting.



There is an induction checklist at the end of this handbook

For remote volunteers all the relevant information will be sent either by post or electronically and contact will be made by telephone or email for overseas volunteers

The induction will cover an overview of the service and its aims, an outline of the staff and volunteers team and an introduction to policies and procedures. It will review these documents and ensure both parties are clear of their roles and what they expect to get out of the experience. All volunteers will be asked to sign a volunteer agreement.

You will be given all the support and training you need to enjoy your volunteering opportunity.

Volunteer Agreement and other things you will be asked to sign

On your first day you will be shown the volunteer code of conduct and introduced to this handbook and the policies it supports. You will then be asked to sign a volunteer agreement. By doing this you are agreeing to adhere to the working practices of WYAS. WYAS are also agreeing to support you while you volunteer for us and to provide a safe environment.

You are free to leave at anytime and this is not a contract, it is an agreement between WYAS and yourself.

Support and Supervision

Your supervisor will be responsible for your supervision. Where face-to-face volunteering is taking place the supervisor will meet with you on a regular basis to ensure all is well. These are informal meetings and a record will only be kept if requested by the volunteer or supervisor. They will ensure all induction, training and support needs are met.

Remote volunteers on longer term projects will be contacted on a regular basis by phone or email to ensure they are carrying out their role satisfactorily and to ensure training and support needs are being met.

If you have any issues or concerns you should go initially to your supervisor or contact the Head of Audience Engagement and Learning who will arrange to discuss your concerns ASAP.

Volunteers are welcome and encouraged to attend the WYAS Staff Meeting. These take place four times a year and you will be advised of the dates. All volunteers are welcome to attend these as well as weekly Team Meetings in offices and other update sessions as appropriate.

Dealing with concerns and problems

It is good to hear when things are going well and we encourage you to let us know when we are getting it right. It is even more important that you let us know if you have concerns or problems that need to be addressed.

Volunteers are covered by the West Yorkshire Joint Services (WYJS) Grievance Procedure and Whistle Blowing Procedures A copy of both is included in this handbook. Initially contact your supervisor or the Head of Audience Engagement and Learning first to talk over any concerns you have.

WYJS also has a Harassment and Bullying procedure which also applies to volunteers. WYAS believes everyone has the right to an environment free from harassment. If you would like to see a copy of this policy please contact the Head of Audience Engagement and Learning who will offer support where appropriate.

WYJS also have a complaints procedure which volunteers are welcome to use. A leaflet outlining this is in your pack or available on the WYJS website and at WYAS offices should it be required.

You will be informed if we feel that there is a problem with the standard of your work. Every effort will be given to support you to resolve any problems, or to offer more training or support.

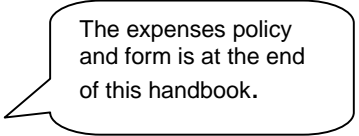
Absences

If you are unable to attend on your agreed day for whatever reason please ensure you contact your supervisor by telephone as early as possible.

If you know you are going to be absent in advance please advise your supervisor. Excessive absence may result in the termination of the volunteering opportunity. We rely on people committing to a role otherwise the work of the service may suffer

Expenses

WYAS where possible reimburses out of pocket expenses. These must be agreed in advance. Travel to agreed extra events, training etc and meal allowance when a volunteer is carrying out duties at a different place to the normal place of volunteering may be covered. WYAS where possible would not like finance to be a restriction to individuals volunteering and will make every effort to assist people to volunteer.



The expenses policy and form is at the end of this handbook.

The policy on expenses is included in this handbook.

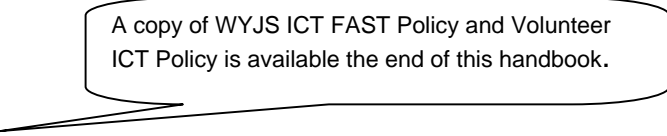
Expenses do not constitute payment so you can receive reasonable out-of-pocket expenses even if you are in receipt of benefits. You do however have to inform your benefits advisor should you start volunteering at WYAS.

Volunteering Hours

You will have agreed your volunteering hours before starting as a volunteer. This might be the length of time it will take to complete a task for remote volunteers or 10am until 4pm (or hours as agreed) on a set day for others. We have a wide variety of opportunities and might be able to adapt them if you ask.

Dependant on the role you are undertaking, up to an hour's lunch break can be taken anytime between 11.30 and 2pm. You will be shown the facilities in your office on your first day. It is difficult to put specific information in this handbook as each office is slightly different.

ICT



A copy of WYJS ICT FAST Policy and Volunteer ICT Policy is available the end of this handbook.

If you require access to computers to carry out your volunteer role you will be issued with a log on and password by your supervisor.

WYJS has a ICT FAST policy which sets out how we manage and use software. It is important that everyone follows this policy. Not all volunteers will have access to the WYAS network and email accounts, but for those that do there is a Volunteer ICT policy for reference. Any problems should be reported to your supervisor or Head of Audience Engagement and Learning.

If using a portable piece of computer equipment please ensure it is securely locked away at the end of the day – Volunteers should pass the equipment to the allocated person in the office.

Confidentiality and Data Protection

In your role as a volunteer, you may have involvement with personal and sensitive data. It is important that this is handled correctly and information that you learn about an individual whilst volunteering should not be passed on to anyone else including friends and family. You may come across information in different ways but it is important to remember that WYAS is committed to confidentiality.

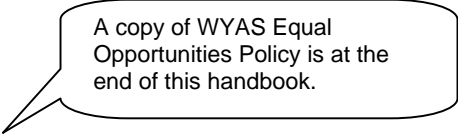
If you hold personal data as part of your volunteer role, please make sure you are aware of the rules regarding making it available to others. Information is available from your supervisor. All volunteers will be required to read, sign and return a 'Data Protection' statement..

Confidentiality is very important and if you break it you will be asked to stop volunteering.

We also make a promise that any of your information we hold will be kept confidential inline with correct procedure and practise.

Equal Opportunities and Diversity

WYAS is committed to ensuring equal opportunities for all staff and volunteers. It wishes to encourage people from all sections of society to consider volunteering and recognises that there is much to learn from diverse cultures. Failure to carry out duties in line with this policy will result in the immediate termination of any volunteering opportunity.



A copy of WYAS Equal Opportunities Policy is at the end of this handbook.

At the same time we will make every effort to make opportunities available to all and where possible will be flexible, make reasonable adjustments to accommodate a disability and take into account religious or cultural needs.

Health and Safety and Specialist Clothing

WYAS will make sure all volunteers have safe working conditions. Volunteers also have a responsibility to look after themselves and those whom they come in contact with.

You will be given details of the arrangements for fire evacuation, on your first day, as procedures at each office are slightly different.

Accidents must be reported in the accident book and the tear out page forwarded to your supervisor. Volunteers should report all accidents to their supervisor who will make sure that the correct procedure is followed. First Aid – Notices are displayed within each office and a full list of qualified first aiders can be found on the WYJS Intranet at: - People; Health & Safety; First Aid Providers. First Aid Boxes are situated in each of the archives and also the general office, metrology and analyst laboratory at Morley.

We will, where needed, provide specialist clothes, such as masks, protective footwear etc. Your supervisor will sort this out.

Security

On starting work, you will be issued with an Identity Pass. This pass must be worn and displayed at all times both in the office or when visiting other premises as a WYAS volunteer.

Providing a reference

WYAS may provide you with a reference if you need one for paid work, study or another voluntary position. You should talk to your supervisor who will provide you with further information.

Leaving WYAS

We recognise that volunteering may be appropriate at certain stages of your life but not others. You should not feel guilty about leaving; but proud of what you have contributed. Please inform your supervisor or Head of Audience Engagement and Learning at the first available opportunity. You will be offered an exit interview, regardless of the reason you are leaving, to allow you to give and receive feedback.

WYAS also reserves the right to terminate any volunteer agreement. We will take measures to try to support volunteers, but breaches of policies may result in immediate termination of volunteer opportunities.

Volunteer Policy

WYAS has a volunteer policy that outlines what is a volunteer, the principles of volunteering, the WYAS commitment to volunteering etc. If you would like a copy please ask.

Volunteer Code of Conduct

This code of conduct sets out what you, as a volunteer can expect from WYAS and what we expect from you as a volunteer. Whilst your time is contributed freely, mutual support and reliability are expected.

As a Volunteer, you have the right to:

- Adequate guidance and advice to select the right volunteering opportunity.
- Have a description of your role detailing what is expected of you, the time commitment involved, the skills you need, the training you can expect, where appropriate.
- Not to be used to replace paid staff.
- Safe working conditions.
- Receive and request an induction and ongoing training.
- Claim out of pocket expenses for agreed expenditure.
- Participate in staff meetings, training and consultations where appropriate.
- Be respected.
- Regular reviews and evaluation of your work by an appropriate member of staff.
- To be heard. WYAS value your experience of volunteering and will explore any concerns and suggestions made by yourself.
- Ask appropriate WYAS staff for references.
- Not act against personal or moral stances.
- Confidentiality. Your records and references will remain confidential.
- Withdraw from volunteering at any time and not be made to feel guilty or pressured to continue as a volunteer. You should, however, inform your placement and the relevant person of your decision to leave.
- A chance to meet and work with other volunteers and staff.
- The opportunity to develop personal skills.

As a Volunteer, you have a responsibility to:

- Choose your own volunteering role.
- Agree to a level of commitment and uphold this commitment.
- Be honest if you may not be suitable to work in certain volunteer roles.
- Respect others.
- Recognise that you are a representative of WYAS while you are volunteering and act accordingly
- Treat everyone equally, regardless of age, gender, sexual orientation, religion or disability.
- Read and adhere to at all times the policies and procedures of WYAS
- Be aware of and report any conflicts of interest as soon as they arise.
- Attend appropriate and updated training to ensure that roles are up-to-date with policies and procedures
- Not breach data protection regulations or use any information obtained in the course of there volunteering for personal gain or benefit.
- Inform the relevant persons with which you are volunteering if you are unable to attend, giving as much notice as possible.
- Look after your own safety. If you are attending an activity off site, let someone know where you are going and when you will be back.
- Report any concerns you have in your role to the relevant member WYAS staff.
- Ask for information or guidance if you are unsure of any aspect of your volunteering role.

Data and Information Confidentiality Statement

Volunteers are required to sign up to this at the induction meeting

- 1 Some matters dealt with by Joint Services are of a highly confidential and sensitive nature.
- 2 Persons who contact the Service have a right to expect that the information they impart, or which we obtain, will not be improperly disclosed.

Such persons have a right to take action against the Service and any individual if the rules of confidentiality are broken. Such action may include court action to recover damages from West Yorkshire Joint Services and possibly you as an individual.

- 3 Most of the legislation enforced by divisions of Joint Services contain prohibitions on the unauthorised disclosure of information. If you make such unauthorised disclosures you will, in many cases, personally commit a criminal offence and be liable to prosecution.

The main legislative provisions are:

Data Protection Act 1998 (Section 55). This makes it an offence to knowingly or recklessly disclose any personal data (information) without the appropriate consent or authority.

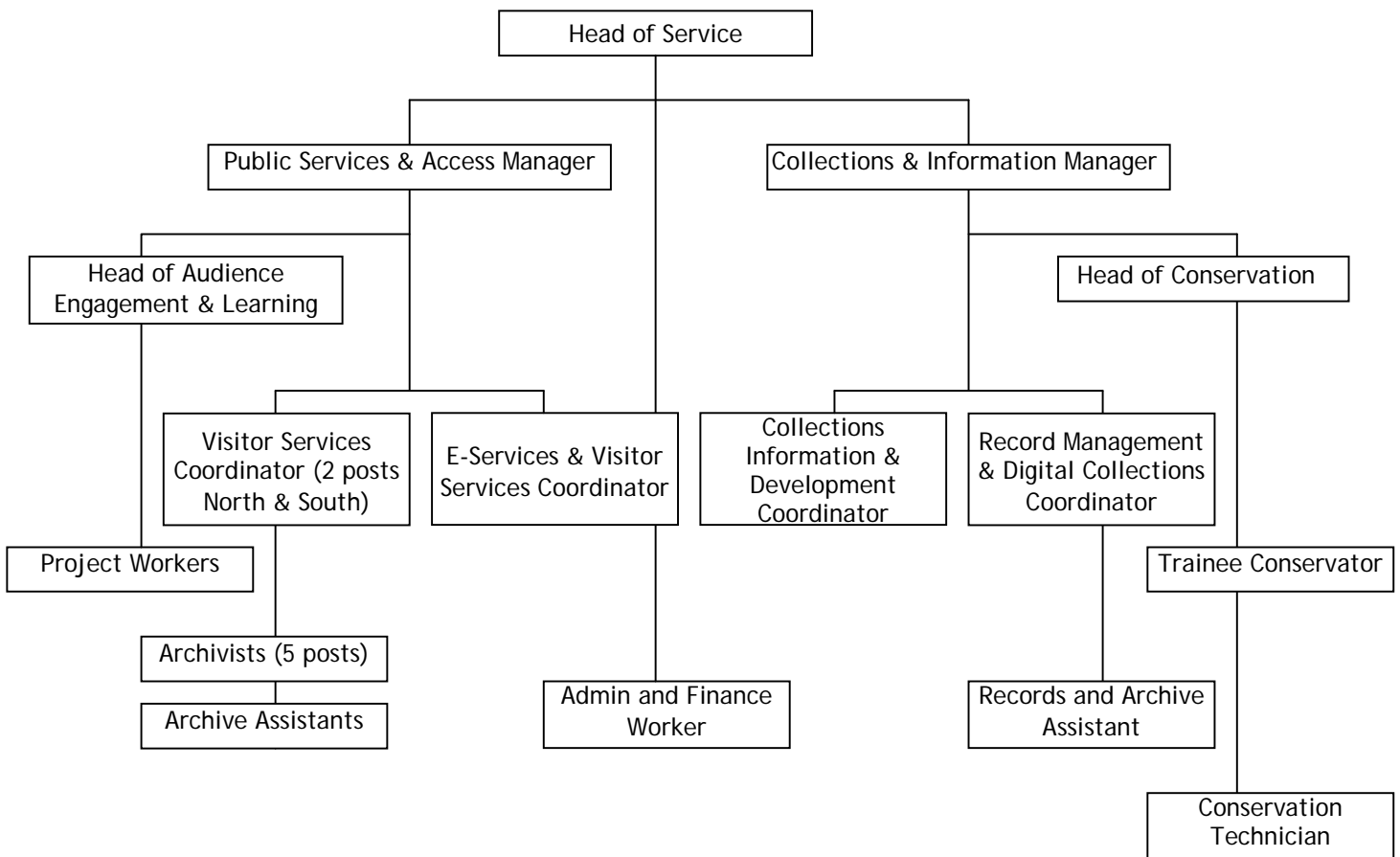
Trade Descriptions Act 1968 Section 28(5). This section is equally applicable to most trading standards legislation and it creates an offence to disclose any information obtained in the pursuance of that legislation.

The overriding consideration however is that the public is entitled to expect the highest standards of conduct from all employees and unauthorised disclosure of information obtained in the course of your work would fall well short of such standards.

- 4 Disciplinary action including termination of the volunteer agreement may be taken by West Yorkshire Joint Services for breaches of confidentiality.
- 5 Inappropriate disclosure of information could also be detrimental to the proper conduct of an important investigation or be detrimental to the interests of a customer who is pursuing a civil claim against a supplier.
- 6 It follows therefore that whilst employed in, or having any connection with, Joint Services (and even after you have left) you should not disclose any confidential information learned either directly or indirectly in the course of your employment.
- 7 You should also be careful what you discuss in the presence of others, particularly if they have no connection with the Service.
- 8 You should be careful what you discuss whilst others are using telephones since modern instruments are capable of clearly picking up background conversations.
- 9 You should be careful not to leave confidential paperwork where it can be seen by unauthorised persons or allow such persons to view confidential computer screens or access confidential data.
- 10 You may be approached by persons in authority or other employees of the Service who appear to have the right to ask for information. You should refer any such requests to your line manager. If in any doubt always treat information as confidential and seek advice.

Staffing structure and Information

The service has a Functional Management Team headed up by a Head of Service who manages the strategic and organisational development of the service. Each of the district offices are headed up by a senior professional and are staff by a varying number of Archivists and Archive Assistants.



WYAS Volunteer Expenses Claim Form

This form is to be used to record those expenses you incur while volunteering for WYAS for which you wish to be reimbursed. The types of expenditure for which we provide reimbursement are:

1. Travel to and from home to the place you volunteer
2. Lunch if purchased while volunteering
3. Other out of pocket expenses may be covered

Date	Type of Expense	Amount

Total

Expenses will be reimbursed on demand, with appropriate receipts, but claims for periods exceeding a calendar month will not be considered. Please remember to keep receipts, bus tickets etc and attach them.

These represent an accurate account of my expenses.

Name of volunteer

Date

Signature

Authorised by