



Love,
Amelia



A very warm welcome to you!

Thank you for choosing to volunteer with Love, Amelia, we are very pleased to welcome you to our team.

By volunteering with us you are helping to improve lives of babies and young children who are living in very difficult situations across Sunderland and South Tyneside. Volunteering remains central to the ethos of the organisation and the delivery of many of our services.

You make a huge difference to what we are able to do and the quality of services we are able to provide. Thank you for getting involved. We aim to make sure that those who give up their time to support our work **feel valued, useful and proud to be part of Love, Amelia.**

This handbook contains important and useful information about volunteering with us. Please read it carefully and keep it somewhere safe to refer to when needed. If you have any questions about the information in the handbook or during your time volunteering with us, please speak to a member of the team and they will be more than happy to help you.

Thank you once again for deciding to make a difference.

Our team

The work of Love, Amelia is guided by our **Board of Trustees**. All board members live within Sunderland or South Tyneside and are parents. Many of our board members have experienced hardship, giving us a unique insight into the needs of our beneficiaries. Like you, our trustees are volunteers.

The Board of Trustees is responsible for the strategic governance of Love, Amelia and meets every quarter with our Annual General Meeting (AGM) taking place in the spring.

Our **Charity Manager** works with our trustees in developing Love, Amelia's overall vision and strategy and implements our strategic plan. The main responsibilities of the Charity Manager include securing the funding required to deliver Love, Amelia's projects and managing and overseeing all operations.

About Love, Amelia

Love, Amelia has been a registered charity since 2019 and is named in memory of our founders' daughter Amelia. Amelia was born in Sunderland in January 2018 and tragically passed away minutes after her birth. Her parents founded Love, Amelia in her honour with the aim of supporting other children.

We play a key role in supporting families by gifting **new and pre-loved** equipment, clothing, toys and other essential items for **babies and young children ages 0-4years**. Items are distributed to families who are experiencing hardship relating to poverty, crisis, and illness. The families we support would otherwise be without the necessities their child needs to be safe and happy.

We are a free service and without assessment criteria to help reduce barriers to accessing support.

Sunderland and South Tyneside both experience high levels of deprivation and are ranked within the top 10% of deprived local authorities in the UK.

There are an estimated 27,700 children living in poverty across Sunderland and South Tyneside. This is 35% of the population, which is higher than the national average of 30%.

Families with at least one child under the age of 3 are at the highest risk of poverty. In the North East, 42% of these families are living in poverty which is the highest rate in the UK outside of London.

How we do our work

We accept donations of new and good quality pre-loved clothing and equipment which still have a lot of life left in them. We take great pride in each bundle we provide as we want families to feel like they are receiving a gift, not a hand out. All pre-loved items are checked to make sure they are high quality and safe to use.

Our golden rule is, if we would be happy to use it for our own children, we are happy to pass it on to another family.

Professionals supporting families (such as a health visitor or support worker) will make a referral on behalf of the family in need. They will request the items or equipment the child requires and our team will put bundles together using new and good quality pre-loved items.

Our daily work is driven by a three-year **strategic delivery plan**, which outlines our objectives and the actions we will take to achieve them. View our strategic plan here: www.loveamelia.org.uk/about-us/

Every year, we produce our **annual report**, a comprehensive summary of what we have achieved, our income and expenditure, and our plans for the upcoming year. View our annual report published on the Charity Commission website here: <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/5135748/accounts-and-annual-returns>

Volunteer agreement

Love, Amelia recognises that our volunteers help us to deliver a wide scope and high quality of service to our beneficiaries. We value the contributions of our volunteers and want to make Love, Amelia an attractive option for anyone wishing to share their time or skills.

You can expect Love, Amelia to:

- provide adequate training relevant to your role.
- meet with you regularly to discuss your volunteering experience.
- treat you with respect in accordance with our equality and diversity policy and show appreciation for the contributions you make.
- reimburse your travel expenses to and from your volunteering placement
- provide adequate insurance coverage for you while you are carrying out approved and authorised volunteering role.
- maintain a safe volunteering environment and provide adequate training and feedback in support of our health and safety policy.
- try to resolve fairly and problems, complaints, or difficulties you may have in accordance with our Disciplinary and Grievance Procedures.

As a volunteer, we expect you to:

- perform your volunteering role to the best of your ability, undertaking training where required.
- attend on your agreed volunteering days/times and inform us as soon as possible if you are unable to attend for any reason.
- adhere to Love, Amelia's policies and procedures in relation to its staff, volunteers, and beneficiaries.
- provide at least one reference prior to your appointment as a volunteer.
- complete and return recording forms such as risk assessments and attendance registers.
- be mindful of your role as an ambassador of Love, Amelia in your local community.

This volunteer agreement is not legally binding and does not represent an offer of employment.

How we'll support you

Induction

You'll be given a full induction to help you understand Love, Amelia's work and how you'll be contributing to helping improve the lives of babies and young children in Sunderland and South Tyneside. During your induction period, you'll be introduced to some of people with whom you'll be volunteering, discuss Love, Amelia policies and procedures, and undertake any necessary training relevant to your role.

Settling-in period

Depending on your role, your settling-in period will last from six weeks to three months. This period will give us both a chance to assess how things are working out.

Training

If your volunteering role requires it, we'll provide the training you'll need in order to perform your volunteering role with confidence. This may include e-learning courses, face-to-face development sessions, formal qualifications, or hands-on training.

Employment opportunities

Here at Love, Amelia our policy is to conduct all recruitment on an internal basis in the first instance. That means that all vacancies will be advertised to our current (active within the past 30 days) pool of volunteers first. Please note that this does not include corporate or school placement volunteers.

We love feedback!

If you ever have any questions or would like to suggest ideas to improve or expand the work of Love, Amelia, please speak to your immediate supervisor or contact the Charity Manager on 07394878432 or steph@loveamelia.org.uk

Essential information for volunteers

During your induction, you'll receive full copies of Love, Amelia's policies and procedures relevant to your role. There are some key points to keep in mind no matter which volunteering role you choose –

Expenses

Love, Amelia will reimburse your travel expenses to and from your volunteering location as well as any other expenses incurred on behalf of Love, Amelia

Health and safety

It is essential that all Love, Amelia staff and volunteers understand accept their personal responsibility for maintaining health and safety standards in order to ensure a safe environment. As such, we ask that you

- carry out your duties without endangering the health and safety of yourself, your colleagues, Love, Amelia beneficiaries, or third parties.
- comply with all relevant instructions and procedures relating to safety and follow guidance provided by Love, Amelia.
- inform your immediate supervisor of any personal health and safety requirements you may have.
- inform your immediate supervisor any accidents or incidents which occur during your volunteering placement as soon as possible.

Confidentiality and data protection

In the course of your volunteering role, you may be privy to confidential information about our beneficiaries, staff, volunteers, or our work. You will therefore be asked to sign a confidentiality declaration as a part of your volunteering agreement and to abide by our data protection policy.

Personal safety

Please ensure Love, Amelia always has up-to-date contact details, both for you and for an emergency contact. If you are volunteering alone, you are expected to adhere to our Lone Working policy.

Gifts and boundaries

We understand (and hope!) that you may form friendships with Love, Amelia staff, beneficiaries, or other volunteers. Please be mindful, however, that giving and receiving gifts may give the impression of favouritism or make some people feel

obligated to reciprocate. Please inform your immediate supervisor if you plan to give (or you receive) a gift valued at more than £5 in the course of your volunteering role.

Clear boundaries are important for staff, volunteers, and beneficiaries. They enable us to carry out a service according to agreed expectations and ensure that everyone receives the same quality of service. We realise that volunteers may sometimes have contact with our beneficiaries in a personal capacity – as friends, family, or colleagues. In these situations, please take care to avoid any conflicts of interest. If you find yourself in a tricky situation, please contact your immediate supervisor.

References and DBS checks

We require all volunteers to provide the contact details of at least one reference. Ideally, we would like to have one personal and one professional reference. We will ask your references questions -- about how well you work in a team, your reliability and flexibility, and how they think you will represent Love, Amelia in your volunteer role, for example.

Currently, none of Love, Amelia's volunteer roles are classified as "regulated activity" and therefore do not require a DBS check. We will inform you if this changes in the future.

Insurance

Love, Amelia maintains Employer's Liability insurance, which provides protection against liability for injury and disease experienced by staff or volunteers as a direct result of their involvement with Love, Amelia activities.

As our volunteer, you are covered by our public liability insurance when carrying out Love, Amelia volunteering duties. This covers our legal liability to pay compensation for injuries or illness to a third party or damage to the property of third parties which can be directly attributed to Love, Amelia's negligence. It does not cover pure accidents or malicious damage.

If you drive . . .

If your volunteering role involves the use of your personal vehicle, you must inform your insurance company of your intent to drive as part of your volunteering role. Your vehicle will not be covered under the insurance described above.

Smoking, drugs, and alcohol

Smoking is not permitted on Love, Amelia property or when staff or volunteers are involved with Love, Amelia activities. Volunteers and staff are expressly prohibited from using or being under the influence of drugs or alcohol while carrying out their duties.

Equality and diversity

Love, Amelia is committed to treating all staff, volunteers, and beneficiaries fairly. We accept volunteer applicants based on their suitability for the role. We won't discriminate against anyone based on age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation, or socio-economic background.

What we wear

As a volunteer, you're also an ambassador. You are responsible for presenting a positive image to visitors, partners, beneficiaries, and the community.

Please use your judgement to dress appropriately for the activities you're asked to carry out. Whilst in Love, Amelia offices and carrying out activities, we'll provide you with a Love, Amelia braded apron should you wish to wear it.

If you have problems . . .

If you encounter difficulty with any aspect of your volunteering role, please speak to your immediate supervisor or the Charity Manager as soon as possible. We will always seek to resolve any issues quickly and fairly. Please refer to our Disciplinary and Grievance Procedure for more information.

If you'd like to move on . . .

We understand that your availability and interests can change over time and seek to be flexible. If you would like to make any changes to your volunteer role, please speak to your immediate supervisor. If you decide that you would like to stop volunteering, please let us know as soon as possible. We will be happy to provide you with a reference for use in applications for work, education, or other volunteering opportunities.

Other ways you can help

There are lots of ways you can help Love, Amelia keep doing what we do.

Coffee and cake mornings

Invite your friends, family, and colleagues to share a cuppa and a slice of cake in exchange for a donation to Love, Amelia.

Accepting donations

If someone offers you a donation or you would like to make a donation to Love, Amelia yourself, please contact our Charity Manager on 07394878432 or steph@loveamelia.org.uk for information on the best way to pay it in.

Online fundraising

Anyone can make a donation via our JustGiving page:

<https://justgiving.com/loveamelia>

We can also accept donations via our PayPal page:

www.paypal.me/loveameliababybank

You can also choose to make a donation to Love, Amelia each time you shop with AmazonSmile and selecting Love, Amelia as your charity: www.smile.amazon.co.uk

Challenge yourself

Taking part in a challenge is a fun way to fundraise. We would be honoured if you chose to run, walk, swim or complete other activities for Love, Amelia!

Talk about us!

Tell your friends, family, and colleagues about Love, Amelia and the work we do to help babies and young children in Sunderland and South Tyneside. Look for opportunities to signpost families to our service. Grab a few of our flyers and ask if you can pop them in local shop windows.

Thank you!

Thank you so much for choosing to volunteer with Love, Amelia. We are looking forward to having you on our team and working together to enrich the lives of babies and young children.



Love, Amelia

Unit 17, The Co-op Centre
Whitehosue Road
Sunderland
SR2 8AH

Tel: 07394878432

Email: volunteer@loveamelia.org.uk

Check out what we are up to on Social Media by clicking the picture below

