

Durham University Student Volunteering and Outreach

Volunteer Handbook 2024-25

Welcome

Welcome to volunteering at Durham University. DUVO (Durham University Volunteering and Outreach) oversees volunteering in colleges, the student organisation DUSVO (Durham University Student Volunteering and Outreach), alongside staff and departmental volunteering and Team Durham Community.

DUSVO co-ordinates over 20 student-led volunteering projects, that broadly fit into one of our 5 overarching themes of social inclusion, health and wellbeing, educational, environmental, and cultural volunteering. Alongside our own projects, we promote the opportunities of trusted community partners and charities.

DUVO supports college volunteering. Each of our seventeen colleges have their own volunteering programmes which offer students a variety of projects and opportunities to participate in. These can be tailored to the colleges vision, as well as causes students are invested in.

This booklet will help guide you through your volunteering journey at Durham University, sharing important information about training, contacts, and useful information to support your volunteering experience. **Please read through this handbook thoroughly before you begin volunteering**, it is here to help you – just like our friendly team of exec, college reps, project managers and staff who are on hand to answer any questions you have. All contact information is detailed in this handbook.

Thank you for choosing to volunteer with us, and we hope your experience is as valuable as the input you are having in the local community.

Student Volunteering

Why do we do it?

We are a proud student-led, community focused organisation. Established in 1989, we have been supporting the local community and offering Durham students a unique volunteering experience ever since. Durham has one of the most active student volunteering communities of any UK University, this was recognised by Queen Elizabeth II in 2020 when

we received the Queen's Award for Voluntary Service; the highest award given for community volunteering in the UK.

In 2024, DUVO successfully completed re-accreditation of the Investing in Volunteers kitemark, an award first received in 2012. Investing in Volunteers is the UK quality standard for good practice in volunteer management, regaining this accreditation recognises the high standard of programme at Durham.

Our projects have developed based upon the need or requests of the community, and the passions and interests of our students.

Why do you do it?

- Social and personal
 - o Give back to and engage with the local area.
 - o Improve mental wellbeing.
 - o Boost self-esteem and confidence.
 - o Build a sense of community.
 - o Meet new people and friends.
- Physical
 - o Improve physical wellbeing.
 - o Get fresh air and actively engage with the local community.
- Skill development
 - o Improve communication skills.
 - o Boost and develop skills.
 - o Develop your knowledge and understanding of other ways of life.
- Career development
 - o Improve job prospects.
 - o Networking opportunities.
 - o Gain a better understanding of how to interact with a variety of different people.
 - o Find new things to put on your CV.

As you can see there are many benefits to volunteering, so whatever it is that drives you to give up your time to support the local community, residents, or organisations; we thank you, and hope you get as much out of these experiences as you put into them.

Do you know your motivations for volunteering but can't find an opportunity for you? Get in touch with us (email student.volunteering@durham.ac.uk) to discuss your interests and skills set so we can point you in the right direction.

Websites

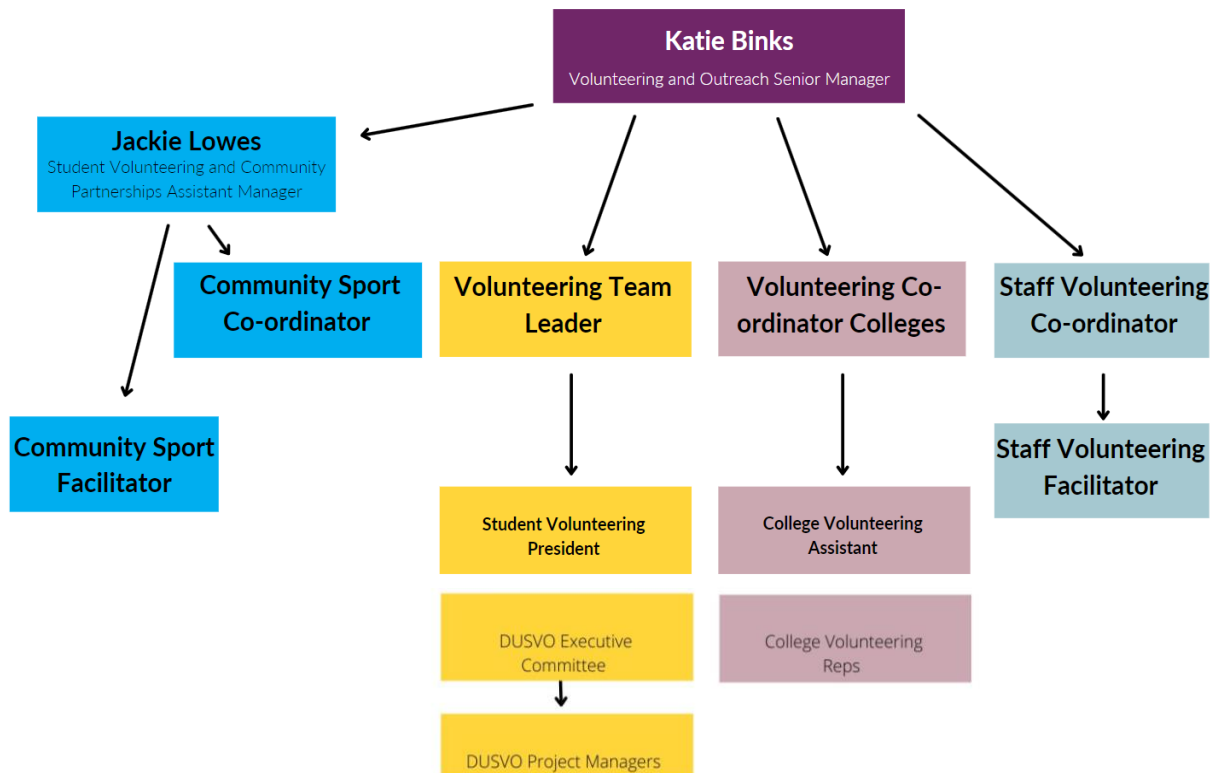
Although this handbook aims to provide all the information you need to begin volunteering, our [DUVO website](#) also includes information about the wider department, FAQ's and useful links that may not be included in this handbook, or for you to refer to throughout your volunteering journey.

The [Volunteer Platform](#) is where you will find and join opportunities, log hours, give and request feedback and find all information relating to your session.

All volunteers are expected to keep a record of their volunteering activity for insurance purposes, guidance on the platform can be found [here](#). You can log into the platform [here](#).

If you require any additional information or training on the platform, come along to a drop-in session or arrange a teams call with a member of staff (email student.volunteering@durham.ac.uk).

Meet the Team – DUVO Department



student.volunteering@durham.ac.uk	DUSVO Sabbatical Officer	All volunteering enquiries that cannot be resolved by a project manager or project chair . To claim expenses or for general support. Any DBS requests MUST come from the project manager- we will get in
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		touch with you following this.
college.volunteering@durham.ac.uk	College Volunteering Sabbatical Officer	All specific college volunteering enquiries that cannot be resolved by college rep. To arrange training/DBS checks. Platform issues/enquiries.
teamdurham.community@durham.ac.uk	Community Sport Development Facilitator	Any enquires relating to TD community or sport related volunteering.

USEFUL CONTACTS

As student volunteers, depending on the area you are volunteering in, your first point of contact is your Project Manager, College Volunteering rep or the Community Sport Facilitator for TD community.

DUSVO Executive Committee

President - Kat Dawes, student.volunteering@durham.ac.uk

Vice President - Liv Eren, vice-president.dusvo@durham.ac.uk

Environmental Chair - Dorothea Barnes, environment.dusvo@durham.ac.uk

Social Inclusion Chair – [Currently Vacant], inclusive.outreach@durham.ac.uk

Education Chair – Zhi Yi Tan, education.dusvo@durham.ac.uk

Cultural Chair – Yaning Wang, culturalchair.dusvo@durham.ac.uk

Health and Wellbeing Chair – [Currently Vacant], healthwellbeing.dusvo@durham.ac.uk

Marketing and Promotions – Mia Liddell, promotion.dusvo@durham.ac.uk

Events and Fundraising Officer – Denise Yip, fundraising.dusvo@durham.ac.uk

DUSVO Projects

1-2-1 Tutoring – tutoring.dusvo@durham.ac.uk

Beyond Boundaries – beyondboundaries.dusvo@durham.ac.uk

Beyond Food – beyondfood.dusvo@durham.ac.uk

Code Club - codeclub.dusvo@durham.ac.uk

CATSS Primary – catss.primary@durham.ac.uk

CATSS Secondary – catss.secondary@durham.ac.uk

DUSVO Bakes – dusvo.bakes@durham.ac.uk

Durham for Refugees Kids Club – dfr.kidsclub@durham.ac.uk

Durham Minds – durham.minds@durham.ac.uk

Durham Global Schools – scholar.dusvo@durham.ac.uk

Early Years Project – creche.dusvo@durham.ac.uk

Gardening Project – gardening.dusvo@durham.ac.uk

Generations Together – generations.dusvo@durham.ac.uk

Girls Friendly Society – girlsfriendly.society@durham.ac.uk

Once a Month – Emily Hales, onceamonth.dusvo@durham.ac.uk

Otters Swim Club – otter.club@durham.ac.uk

Move Mates – movemates.dusvo@durham.ac.uk

Parkinson's Pals – parkinsonsproject.dusvo@durham.ac.uk

Students4Students – students4students@durham.ac.uk

The Auckland Project – tap.project@durham.ac.uk

Warm Hearts – warmhearts.dusvo@durham.ac.uk

Wikimedia – Wikimedia.dusvo@durham.ac.uk

College Volunteering Reps

Please contact college.volunteering@durham.ac.uk to find out who your college volunteering rep is.

Volunteer Recognition

The Volunteer Awards – towards the end of the academic year we host a university wide volunteer awards evening to recognise the achievements and contributions of our outstanding student and staff volunteers. Nominations are open to anyone, so if you know someone in volunteering that goes above and beyond, please keep them in mind when nominations open. More information will be shared on our social media closer to the time.

Achievement Badges – on our volunteering platform, we encourage students to log their hours to achieve badges to recognise their time commitment to volunteering. We have bronze (30hr), silver (60hr), gold (90hr), platinum (120hr) and hall of fame (200hr) award badges. Once given on the platform, you will have the option to download an e-badge to showcase your achievements on platforms such as LinkedIn so future employers can see your achievements even after you graduate and no longer use the platform.

References – we are committed to providing references for our volunteers to future employers upon request. Please note, the platform is where we will get the information for references, so if you plan on use your volunteering here at Durham to strengthen your job prospects, please utilise the platform to its fullest so you can be referenced accurately. We store information for 3 years after you graduate.

Expenses

Volunteering should not come at a cost to our students, and as a result you can claim back any reasonable expenses, for example student-fare bus tickets. These MUST be pre-approved by emailing student.volunteering@durham.ac.uk ahead of the activity. Any unapproved costs may not be reimbursed at the discretion of relevant staff members. Once approved, you will receive a reimbursement form to return to us, with your receipt attached. Expenses CANNOT be paid without a receipt.

Training

Induction – The induction training can be found on your Oracle learning portal by searching 'Volunteer Induction', or by [following this link](#).

Every volunteer MUST complete the online volunteer induction training. It is important that you complete this training before you head into the community to volunteer to ensure you are up to date with the latest volunteering policies and practices. The induction ends with a short quiz to test your knowledge. Once you have completed the training, your volunteer profile on the platform will be updated to reflect this so you can join opportunities (and start volunteering if no further training is required). **If you would like to volunteer within a week of completing the training, or if your profile has not been updated after a week, please screen shot your quiz result and email it to student.volunteering@durham.ac.uk for your profile to be updated.**

Safeguarding

If your volunteering activity works with children, young people, or adults at risk, you will be required to complete safeguarding training. The requirements for the project/opportunity will be listed on the platform; however, if you are unsure on what training you need to complete to begin volunteering get in touch with your project manager or college rep.

The links to all training modules can be found [here](#). Once you have completed the training, your volunteer profile on the platform will be updated to reflect this so you can join opportunities (and start volunteering if no further training is required). **If you would like to volunteer within a week of completing the training, or if your profile has not been updated after a week, please screen shot your quiz result and email it to student.volunteering@durham.ac.uk for your profile to be updated.**

General safeguarding tips and additional information can be found later in this handbook.

DBS checks

If your volunteering activity works in a school, with children, young people, or vulnerable adults, you may be required to complete a DBS check. If you require a DBS check this information will be shown on the platform. DBS checks must be arranged by your project manager or college rep. Please do not email us for a DBS check unless your volunteering is not directly linked to a project/college – *please note: your volunteering MUST be promoted on the platform or supported by DUVO for us to complete your DBS check.*

Once you are referred to us for a DBS check, you will receive an online DBS form link to complete via email. Once you have filled out the form you will need to arrange a time to come into the DUVO office to complete the second part of your DBS – the ID check. Approved documents are listed [here](#). If you don't believe you have the correct documents, please get in touch with us at student.volunteering@durham.ac.uk for support.

Your DBS will be sent to the address you supply on the initial form (PLEASE NOTE: your documents MUST confirm the address supplied into the system). Once it has cleared your volunteer profile will be updated. Please email us to check the status of your DBS check and to update your profile if this is required before you receive your paper certificate.

Additional Training

Some projects/opportunities require additional training such as food hygiene, first aid or managing difficult behaviour. You will be made aware of any additional training you need to complete. DUVO will be promoting any additional training they are hosting throughout the year on the platform or social media.

Policies and Code of Conduct

Below you will find some more specific information about our policies and procedures. Please read and familiarise yourself with these before you begin volunteering, they are in place to ensure safe practice for everyone.

Volunteer Code of Conduct

- I will never put myself, another volunteer or service user at risk and will treat fellow volunteers, staff and service users with courtesy and respect.
- I will uphold my commitment to my project(s), be reliable, punctual and attend every session I have agreed to unless a very good reason prevents me from doing this.
- I will let the project manager / organiser know if I cannot attend my session in good time so that other arrangements can be made.
- I will discuss any issues I have relevant to my volunteering with my project manager, volunteer co-ordinator a member of staff or DUSVO Exec Chair.
- I will report an incident or accident to DUVO following the procedures detailed in the volunteer handbook.
- I will attend any relevant training events necessary for my volunteering.
- I will not volunteer with under 18 year olds or adults at risk if I have a criminal conviction that would disqualify me to do so.
- I will not put myself in a 1-1 situation with under 18 year olds or adults at risk.
- I will operate within the risk assessment for the volunteering opportunities I engage in.
- I am aware that the University has a safeguarding policy and will read these and complete the relevant training for any project that requires me to do so.
(University safeguarding policy: [Safeguarding - Durham University](#))
- I understand that any information I may learn concerning service users must be treated as confidential and must not be repeated to others without prior consent of a senior manager.

- I understand that failure to agree to the above or any actions taken to mislead Durham University would result in immediate dismissal from the relevant project, and I would not be able to take part in any such future volunteering projects.
- I will update my volunteer profile if my medical details / emergency contact details change.
- I will not engage in discriminatory behaviours, including hate speech.
- I will not consume any alcohol or other intoxicating substances before or during any volunteering sessions.
- I will not use my car to transport volunteers without the correct permission and insurance being in place. This can be obtained from DUSVO staff.
- I will never use my car to transport service users.

If you have any concerns about another volunteer not adhering to the volunteering code of conduct, please get in touch with your project manager, exec member or if appropriate, staff.

To make an official complaint, please follow the [DUVO complaints procedure](#).

Health and Safety

Health and Safety is the shared concern and responsibility of everyone.

All voluntary activity is risk assessed by DUSVO, project managers or external organisations. Before you begin volunteering, please ensure you access and read the risk assessments to ensure you are following safe practice during your volunteering. RA's can be found within the opportunity on the platform, or by contacting the relevant organiser.

All volunteers have a duty to take care of their own health and safety as well as that of others who may be affected by their actions. This might include (but is not limited to)

- Listening carefully and following instructions.
- Using any safety equipment that has been provided.
- Completing relevant training.

Any incident (whether resulting in injury or not), which affects you or anybody you are working with must be reported. Please email student.volunteering@durham.ac.uk for the link to the incident report form.

If you are in doubt or have any questions about incident reporting, please do not hesitate to ask a member of staff.

Full details of Durham University Health and Safety policy can be found at [Health at Durham - Durham University](#)

Safeguarding

DUVO aims to provide a safe environment for all participants, staff, and volunteers. All volunteers have a duty to promote the welfare of children and adults who use our services and are required to do so in a way that safeguards their health and wellbeing.

Familiarisation with and adherence to safeguarding policies is an essential requirement for volunteers. As stated in the training section, some volunteering activities may require you to complete the safeguarding training in addition to reading and understanding the policies.

The Durham University safeguarding policies can be found [here](#).

The designated child safeguarding officer for DUVO is Katie Binks, and the designated adult safeguarding officer is Jackie Lowes. In the event of a disclosure of suspicion of harm, please get in touch with the relevant officer as soon as possible.

Katie Binks, Child Safeguarding Officer – 01913344628, katie.binks@durham.ac.uk

Jackie Lowes, Adult Safeguarding Officer – 01913342168, jacqueline.lowes@durham.ac.uk

The Durham University Lead Safeguarding Officer (LSO) is Mrs Amanda Wilcox, University Secretary university.secretary@durham.ac.uk, and Deputy Lead Safeguarding Officer (DLSO)

Mr Sam Dale, Director of Student Support and Wellbeing director.wellbeing@durham.ac.uk.

If for any reason you cannot contact the DUVO safeguarding officers, or the Durham University safeguarding officers please contact for support and guidance:

Social Care Direct (24 hours) on 03000267979

If you suspect a child or adult at risk is at risk of immediate harm or missing, call the police on 999. Make a thorough record of events, conversations and actions taken as soon as possible to ensure information relayed is reliable. An incident form should be completed and sent to DUVO.

Dealing with Disclosures

DO:

- Inform a member of staff/project manager immediately.
- Realise that your concerns could be significant and should be passed on.
- Allow the person to do the talking.
- Listen – take all disclosures seriously.

- Remain calm and caring- some situations/disclosures make cause distress/upset, try not to let the person see your emotion.
- Record the conversation as soon as possible afterwards – using the persons own words as much as possible. Include their name, age and any other personal information you are aware of, date and time of the disclosure, detailed accounts of conversation taken place, your observations (not opinions) and any action that you may have taken. Sign and date the record. Any further information you remember after the record must be added as an addendum; do not change the original report.
- Share your concerns immediately with the safeguarding officer, relevant staff, or organisers of the session – you do not have to handle the situation on your own.
- Reassure the person making the disclosure that you are taking them seriously.
- Get support for yourself.

DON'T:

- Examine the person for signs of abuse.
- Ask leading questions/prompt answers.
- Postpone or delay the opportunity to listen.
- Allow your own emotions to surface.
- Make false promises or promise confidentiality.
- Interpret what you have been told or make assumptions from information you have received.
- Discuss it with other volunteers.

Data Protection

Durham University is committed to data protection and your volunteer role will sometimes require you to handle personal or sensitive data.

Personal data can include name, date of birth, address, email. Sensitive data can include health information, sexuality, and religious beliefs.

All individuals that process information on behalf of the University have a responsibility to comply with the University's Data Protection Policy. You can find a copy of the DUVO data protection policy [here](#).

5 tips for data protection:

1. Lock it – keep personal information safe by password protecting documents or storing paper copies in a safe lockable space.
2. Tidy it – delete all files/destroy all papers that you no longer need to minimise the risk of data getting lost or becoming out of date.
3. Learn it – if you must access personal data ensure you undertake all relevant training and keep up to date.

4. Report it – if there is a breach of data protection that you are aware of please report it as soon as possible to CIS on 01913341515.
5. Question it – if you are unsure about anything to do with personal information, ask your project manager or staff.

Data protection training can be found [here](#).

Driving and Insurance

DUSVO has their own 7-seater vehicle available to use for volunteering activity. If staff are available, support can be offered with driving although this cannot always be guaranteed.

Students that are 21 with a full driving license can be insured on the car. We can also offer a lesson in driving the vehicle because it is an automatic vehicle that is larger than most other cars.

To book the vehicle or to check availability, please email student.volunteering@durham.ac.uk.

Vehicle Rules:

- You return the vehicle in the condition that you found it.
- You report any incidents/accidents or damages to the vehicle at the earliest convenience by emailing student.volunteering@durham.ac.uk.
- You only use the vehicle for volunteering purposes.
- You report the mileage before and after you take the vehicle.

Fuel

Staff will take every effort to ensure that the vehicle has enough fuel for your use. If for any reason you find that there is little or no fuel, you will be reimbursed for any costs incurred because of this. Please keep the fuel receipts to be reimbursed.

Equality, Diversity, and Inclusion Policy

Durham University recognises that providing equality of opportunity, valuing diversity, and promoting a culture of inclusion are vital to our success. We want our staff and students to reflect the diversity of the regional, national, and international communities that we serve and influence. We aim to be a place where people can be free to be themselves no matter what their identity or background. By creating a working, learning and social environment in which individuals can utilise their skills and talents to the full without fear of prejudice or harassment, we aim to create a culture where everyone can reach their fullest potential. We will ensure that equality is embedded in all our activities, policies and decisions and will work with our partners to share good practice. Key to this is our commitment to implementing a programme of activity to progress our equality aims and objectives.

Full statement available [here](#).

2024-25 Calendar

September

- Green Move in

October

- Fresher's Fair (2nd October)
- Volunteering pop-up stalls.
- Careers/part time jobs and volunteering fair – 9th October, 1-4pm TLC

November

- Lumiere (Not 2024)
- Beginning of Christmas crafts
- Volunteering info pop up stalls - find out more about volunteering, speak to staff and project managers.

December

- Christmas crafts and delivery to charities
- Food hamper/donations drive
- International volunteering day

January

- Lunar new year
- Volunteering fair
- International education day

February

- Student Volunteering Week – 10th – 16th
- Graduate intern applications open
- Exec applications open

March

- DUSVO AGM
- Graduate intern interviews
- Project Manager recruitment
- Volunteering Awards nominations open
- Global Durham Week
- University mental health day – 13th
- International women's day – 8th

April

- World Heritage Day – 18th
- Earth day – 22nd
- Stress awareness month
- Community garden week
- National volunteers' week – 19th -25th

May

- Stressless campaign

- Mental health awareness week – 10th-16th May

June

- Volunteers' week - 1st-7th June
- Volunteering Awards
- PM/Exec training
- Green Move Out
- Environment day – Wed 5th June
- Pride month

Pitch a Project

Do you have an idea for a volunteering project? Complete the project proposal form [here](#), and we will be in touch to discuss your suggestions.

Social Media to follow:

<i>Project/Group</i>	<i>Facebook</i>	<i>Instagram</i>
1-2-1 Tutoring	1-2-1 Tutoring	@tutoring.dusvo
Beyond Boundaries	Beyond Boundaries	@beyondboundaries_dusvo
Beyond Food	Beyond Food DUSVO	@beyondfood.dusvo
CATSS Primary & Secondary	CATSS Primary	@catss_dusvo
Code Club	Durham Code Club	
Durham for Refugees		@durham_for_refugees
Durham Global Schools		@durham_global_schools
Durham Minds	Durham Minds	@durham_minds_dusvo
DUSVO Bakes		@dusvo.bakes
Early Years		@earlyyears.dusvo
Gardening Project	DUSVO Gardening Project	@gardening.dusvo
Generations Together		@generations.dusvo
Girls Friendly Society		@gfs.durham
Hedgehog friendly Durham	Hog Friendly	@hog.friendly.dur
Once a month	Durham Once a Month	@du_oam
Otters swim club		@ottersvolunteers
Move Mates		@movemates.dusvo
Students4Students		@s4sdurham
The Auckland Project		@du_tapvolunteers
The Hygiene Bank		@thbdurham
Parkinsons Pals		@parkinsonspals_dusvo
Warm Hearts		@warmheartscharity
Wikimedia		@wikimediadurham
DUSVO	Durham University Student Volunteering and Outreach	@duvolunteering
College Volunteering		@du_college_volunteering
Staff Volunteering	Durham University Staff Volunteering	@svodurham

Team Durham Community / Holiday Camps	Team Durham Holiday Camps	@teamdurhamjuniorsportsclubs

LinkedIn – Durham University Volunteering and Outreach

TikTok- dustudentvolunteering