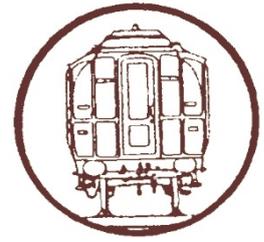


# WEST SOMERSET STEAM RAILWAY TRUST LIMITED



Registered Charity No. 265564

President: Lady Elizabeth Gass

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Registered Office: The Railway Station, Bishops Lydeard Taunton,  
Somerset. TA4 3BX  
Registered in England No. 1079916

## VOLUNTEER POLICY

### Definition and role of volunteers

1. The definition of a volunteer is any person undertaking voluntary work which is defined as an activity that is carried out unpaid (except for travel or out of pocket expenses, where approved by the WSSRT Board) on the West Somerset Railway with the aim of benefitting the Railway.
2. The West Somerset Steam Railway Trust ("the Trust") offer opportunities for volunteers in a number of roles, including:
  - working on the restoration of the Trust's historic carriages at Williton;
  - welcoming visitors to the Trust's museums at Blue Anchor and Bishops Lydeard;
  - welcoming visitors and working on the model railway at Bishops Lydeard; and
  - at galas and other special events, showing visitors around restored carriages and providing information about the work of the Trust at a variety of locations.

### Recruitment and selection

3. The Trust welcomes new volunteers at any time. No previous experience is needed, as appropriate training and supervision will be given. The Trust will always adopt a positive recruitment strategy.
4. All potential new volunteers wishing to work on carriage restoration should make contact with the Chairman in the first place to discuss previous experience and interests and possible roles in the Trust's carriage restoration programme. Chris Austin is the main point of contact for anyone wishing to volunteer in welcoming visitors to historic carriages at galas etc.
5. All potential new volunteers at the Blue Anchor museum should contact David Baker
6. All potential new volunteers at Bishops Lydeard museum should contact Chris Austin
7. All potential new volunteers for the model railway at Bishops Lydeard should contact Alan Meade

## **Guidance to Volunteers**

8. We ask you to:

- Commit to our aims and values and be a positive advocate of the Trust
- Aim for high standards of efficiency, reliability and quality in your volunteering, giving the best of your skills and abilities
- Treat everyone you come into contact with through your role with dignity and respect, understanding that no form of harassment, bullying or discrimination will be tolerated
- Support and act in accordance with the Trust's policies, procedures, guidelines and management decisions including all aspects of our health and safety, finance, data protection and safeguarding (if you are not sure of any policy or procedure, please ask)
- Be accountable for your behavior and be open to feedback
- Attend briefing and training sessions when requested
- To dress appropriately taking into consideration your responsibilities and the role you will be undertaking
- Not to post defamatory remarks or details of any incidents/accidents on the Trust or onto social media or any websites
- Not to make any comments to the media that are not first approved by the Chairman of the Trust
- Let someone know if there are changes in your personal circumstances that may affect your volunteering

## **Induction and training**

9. All volunteers will be given training appropriate to the role in which they are working.
10. New volunteers will be required to attend an induction course run by an appropriate person, and to have a PLC staff ID card. This to ensure appropriate understanding of the safety issues related to working on the West Somerset Railway, and also to ensure that the Trust's volunteers are properly insured when working on the railway.
11. Volunteers transferring from other departments/WSR organisations must provide details showing that their ID is current.
12. All volunteers who work on carriage restoration at Williton will be required to hold a Personal Track Safety (PTS) certificate issued by the PLC. This is a mandatory requirement.
13. Volunteers at the Trust's museums, the Trust's model railway at Bishops Lydeard and stewarding the sleeping car at Bishops Lydeard, and at galas, are not required to attend a PTS course.
14. All volunteer's paperwork must be forwarded by the appropriate person to the WSR PLC Personnel Department at Minehead.

Renewal of IDs must be undertaken by the WSSRT Chairman.

### **Working arrangements**

15. All volunteers must sign on in the appropriate signing in book before starting work, and must sign off at the end of each session. In doing so, volunteers are confirming that they comply with the requirements for working on the West Somerset Railway, and in particular that they are fit to work on that day.

### **Support and supervision**

16. The volunteer coordinator for the carriage restoration programme and for galas and special events is Chris Austin. In particular, he will supervise work undertaken by regular working parties at Williton. In his absence, Greg McNelly will undertake this role.
17. If Trust volunteers at Williton are working alone, they should notify the person in charge at West Somerset Restoration at the beginning and end of the work session.
18. The volunteer coordinator for the Blue Anchor museum is David Baker. Unless otherwise agreed the volunteer will be responsible for opening and closing the museum and ensuring its security.
19. Opening of the museum and the model railway at Bishops Lydeard will be agreed with the volunteers on duty.
20. The Trust will treat all volunteers with respect and dignity and will deal with volunteers' concerns in a sympathetic manner.

### **Insurance**

21. Volunteers must sign on (and off) each time they report for duty. In so doing, they certify that they comply with the requirements for working on the West Somerset Railway. Each volunteer is then covered in respect of Employer's Liability by the insurance policy held by the West Somerset Railway PLC.

### **Expenses**

22. Expenses are not normally paid to volunteers. If, exceptionally, a volunteer is required to travel to a place away from the West Somerset Railway on Trust activities, and wishes expenses to be repaid, approval should be sought in advance from the Chairman, or in his absence the Treasurer.

### **Copyright and Confidentiality**

23. All written material created and held on paper or electronically which was acquired during the course of your involvement with the Trust is the Trust's property and copyright.
24. This should not be used or passed to a third party without the express permission of the Chairman.
25. The Trust will ensure that all data relating the personal information on volunteers is dealt with in accordance with the PLC Data Protection Policy. Personal information held on volunteers will not be passed on or sold to third parties. Volunteers are able to request access to their personal information.

## **Safeguarding**

26. The Trust is committed to safeguarding the well-being of all staff, volunteers and visitors to the Trust.
27. Volunteers are expected to behave appropriately and all reasonable steps should be taken to avoid unsupervised access to a child or vulnerable adult.
28. If you have any concerns please speak to your designated supervisor or refer to the Trust's Chairman

## **Smoking, alcohol and substance abuse**

29. All the Trust's buildings and areas are smoke free (includes the use of electronic cigarettes).
30. Volunteers whilst under the influence of alcohol or drugs will not be accepted, as per the WSR PLC policy.

## **Dealing with problems**

31. If the relevant volunteer coordinator has any concerns about the work undertaken by a volunteer, or their compliance with this policy and other relevant safety requirements, this will be discussed with the volunteer and additional training provided if required. If the issues cannot be resolved, the Trust reserves the right, after proper consideration of the views of the volunteer, to restrict the work he/she can undertake or to terminate their involvement with the Trust.
32. If a volunteer has a concern about the work that he or she is being asked to undertake, this should be discussed with the relevant volunteer coordinator in the first place. If this does not result in a satisfactory outcome, the volunteer may raise the concern with any Trustee.

For further information, contact:

Chris Austin, Chairman WSSRT (07913 653 594 or [austinca2@googlemail.com](mailto:austinca2@googlemail.com))

David Baker, Blue Anchor museum (07938 466 823) or [davidbaker687@btinternet.com](mailto:davidbaker687@btinternet.com)

Alan Meade. Model Railway Bishops Lydeard (01297 33415) or [meadealmeade@aol.com](mailto:meadealmeade@aol.com)

This policy sits within the framework of policies and instructions issued by the West Somerset Railway PLC for the guidance of all those working on the railway, regardless of their affiliation to particular groups. In particular, relevant provisions of the staff handbook and the railway's Rule Book apply to all volunteers, and nothing in this policy document is intended to conflict with these.

**THIS DOCUMENT IS NOT CONTROLLED ONCE PRINTED**

Responsible Trustee: David Baker

Date approved by the Board: 16 November 2017

Review Date: November 2019