

Lone volunteering procedure

This procedure sets out information to help keep you safe when volunteering alone.

It sits alongside our [Lone working policy](#). Please read and familiarise yourself with them both whenever you are volunteering on your own.

Other relevant policies and procedures (found on the [volunteer resource hub](#)):

- Health, safety and wellbeing
- Incident report form
- Personal safety checklist

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Definitions

Throughout this procedure we refer to the following terms:

Volunteer manager

A named Lymphoma Action staff member who manages and supports you throughout your volunteering, and is your main point of contact.

Nominated Contact

Someone you choose to tell about your upcoming lone volunteering activity, so they know where you are going and when you are expected back. This might be someone you live with, a partner, a friend, family member or a colleague.

Emergency contact

Someone you put forward as the person we should contact in case of an emergency during your volunteering. This might be the same person as your nominated contact.

What is lone volunteering?

Lone volunteering is when you carry out your volunteering on behalf of Lymphoma Action without close or direct support from a member of staff, whether it happens regularly, occasionally or as a one-off.

Lone volunteering covers activities where you are volunteering without direct support from a staff member at an external location (outside of your home or the Lymphoma Action office), including travelling to your activities, as well as online and from home. It will not always mean you are physically alone, as other volunteers, attendees, the general public or members of your household might be present, however this procedure still applies.

Lone volunteering with Lymphoma Action

Many of our volunteering activities involve remote support from Lymphoma Action, as they take place online, from home or within local communities across the UK.

- We will always tell you about the volunteer role(s) and activities that include or involve lone volunteering before you get involved.
- We will keep you informed of any changes to your lone volunteering activity, including dates, times and locations.
- Your volunteer manager is there to support you and will provide the information, guidance and support to help you take part safely. This includes discussing any concerns you might have.
- Your role-specific induction, training and guidance will cover any additional lone volunteering procedures and information.
- We ask volunteers to provide emergency contact details in case we need to get hold of your someone you know if something happens during your volunteering.
- Our [Personal safety considerations and checklist](#) offers tips and reminders for staying safe and is designed to help you think about your own safety.

We have different information and procedures for [volunteering outside your home](#) and [volunteering online / from home](#) – see below.

Volunteering outside your home

Staying in contact during lone volunteering

- Your volunteer manager, or a Lymphoma Action staff member, will be your point of contact on the day of your volunteering activity. In most cases this will be during Lymphoma Action office hours (Monday to Friday from 9 to 5pm). We will discuss this with you during your induction and for each volunteer activity.

- If your volunteering will take place, or end, outside of office hours, please tell someone else (a nominated contact) of your upcoming volunteering activity.

Please share with them what they can do if they don't hear from you – **See 'Raising a concern for your safety'**.

- In some cases, your volunteer manager might be your 'nominated contact' outside of office hours – we will discuss this with you.
- If you do not have someone you can ask to be your 'nominated contact' then please let your volunteer manager know.

Raising a concern for your safety

To help us support your involvement when volunteering on your own, and to identify situations of concern, please take the following steps below:

- Keep your volunteer manager and nominated contact informed of any planned or unexpected changes to your volunteering activity, including the dates, times and any travel arrangements.
- If you can no longer take part in the activity, or your attendance / check-in afterwards will be delayed, please inform your volunteer manager and nominated contact as soon as possible. If applicable, you might also need to let the external contact for the activity know (typically the event organiser).
- If you find yourself in a potentially unsafe situation, but not one where you are in immediate danger, for example, your car has been stolen or you are lost:
 - Call your nominated contact to let them know the situation. They might be able to help you or arrange for help.
 - During working hours, get in touch with your volunteer manager or call the Lymphoma Action office on 01296 619400. We will do everything we can to help resolve the situation and keep you safe, for example, call a taxi to get you home.
- If there is an emergency, always call 999. You will need to report the situation to your volunteer manager as soon as possible. We are here to offer post-incident support to you.

What happens if I don't check-in at the expected time?

- If you don't check-in within a reasonable time after your volunteer manager or nominated contact expects you to, they will try to get in contact with you and continue to do so until they hear from you.
- If your nominated contact is not a member of Lymphoma Action staff, they should be advised to get in touch with the Charity during office hours if they are concerned they haven't heard from you.
- If Lymphoma Action, or your volunteer manager, has been informed about a concern for your whereabouts, we will get in touch with your emergency contact

(if you have provided us with these details). We will also check the details of your volunteering activity and make enquiries, for example, calling the venue or event organisers to check that you arrived/left and at what time.

- If it's outside of office hours, the expectation is that your nominated contact will make the decision when to raise a concern about your safety with the local police force. They should also inform Lymphoma Action (on the office number 01296 619400) who will return their call as soon as possible.

Volunteering online / from home

Staying in contact during lone volunteering

- Where your volunteering involves a scheduled online activity, for example, an online meeting, workshop or event, your volunteer manager will be your point of contact on the day. They will be 'on call' to support you. If your volunteer manager is on annual leave or unavailable for the activity, they will let you know and another Lymphoma Action staff member will be your contact.

In some cases, this will be outside of office hours, which they will discuss with you.

- Where your volunteer role involves choosing when you carry out your activity, for example, a Buddy link or reviewing our information, your volunteer manager is there to support you during the course of volunteering. They will be available, usually during office hours, alongside the Volunteering Team to discuss your volunteering with you.
- If your volunteering will take place, or end, outside of office hours, please tell someone else (a nominated contact) of your upcoming volunteering activity. This is so someone knows that you are lone volunteering.
- If you do not have someone you can ask to be your 'nominated contact' then please let your volunteer manager know.

Raising a concern for your safety

To help us support your involvement when volunteering on your own, and to identify situations of concern, please take the following steps below:

- Keep your volunteer manager and nominated contact informed of any planned or unexpected changes to your volunteering activity, including your attendance, or if the date and time of an externally organised online activity has changed.
- If you are unable to attend or you can no longer take part, please inform your volunteer manager and nominated contact as soon as possible. If applicable, you might also need to let the external contact for the activity know (typically the event organiser).

- If there is an emergency at home or where you are joining online from, always call 999. You will need to report the situation to your staff contact as soon as possible. We are here to offer post-incident support to you.

What happens if we don't hear from you

Expectations for checking-in with your volunteer manager differs between volunteer roles – please refer to your role-specific guidance.

In general:

- If you do not check-in within a reasonable time after your volunteer manager or nominated contact expects you to, they will try to get in contact with you and continue to do so until they hear from you.
- If your nominated contact is not a member of Lymphoma Action staff, they should be advised to get in touch with the Charity during office hours if they are concerned that they haven't heard from you.
- If Lymphoma Action, or your volunteer manager, has been informed about a concern for your safety, we will get in touch with your emergency contact (if you have provided us with these details).
- If it's outside of office hours, the expectation is that your nominated contact will make the decision when to raise a concern about your safety with the local police force. They should also inform Lymphoma Action (on the office number 01296 619400) who will return their call as soon as possible.

If you have any questions or concerns about lone volunteering, please speak with your volunteer manager or the Volunteering Team, who are there to offer ongoing support and guidance:



01296 619415



volunteering@lymphoma-action.org.uk