

# Volunteer Handbook

## Plymouth City Museums & Art Gallery



**RENAISSANCE**  
SOUTH WEST  
museums for  
changing lives

# Contents

Welcome to Plymouth City Museum and Art Gallery's Team of Volunteers	3
Background to Plymouth City Museum and Art Gallery	4
Your Responsibilities as a volunteer at PCMAG	7
Volunteer Security Policy	11
Volunteer Health & Safety Policy	16
Volunteer Induction checklist	19
Volunteer Task Description	20
Volunteer Record Sheet	21
Volunteer Exit Questionnaire	23
<b>Appendix A.</b> Equal Opportunities Policy	25
<b>Appendix B.</b> Child Protection Policy	27
<b>Appendix C.</b> Use of Internet Policy	30

# **Welcome to Plymouth City Museums and Art**

## **Gallery's Team of Volunteers**

We are very pleased you have joined Plymouth City Museums and Art Gallery (PCMAG) as a volunteer. All the staff at the museum welcome you and thank you for choosing to share your time and skills with us.

Volunteers bring a valuable variety of skills and knowledge to the museum, helping with different projects, ranging from cataloguing collections to exciting events in and around the city of Plymouth. Volunteering provides you with an opportunity to meet professionally and socially with other volunteers and PCMAG staff.

We offer a large range of projects which you can be involved with to provide excellent visitor experience, collections care and management, and to assist in promoting the museum to the people of Plymouth.

Your volunteer work at PCMAG is integral to the museum's ongoing pursuit of being a cultural centre for the city of Plymouth.

I hope you enjoy the projects you will be working on, and thank you again for giving your time to the museum.

*Nicola Moyle, City Curator, 2009*

# **Plymouth City Museum and Art Gallery**

## **Background to the Museum**

PCMAG opened on North Hill in 1910, and several other historic buildings have been since added to the Museum and Heritage service (the Elizabethan House in 1930, and the Merchants House in 1977 and Smeaton's Tower). Over 200,000 people use the Museum and Heritage service every year, carrying out research at the Devon Records Office, or just for a walk around the beautiful grounds of Mount Edgcombe.

The museum employs over 50 members of staff, in a variety of roles, including visitor services, collections, conservation and education. Your supervisor will show you the museum staff structure.

## **The Collections**

PCMAG holds large collections covering natural history, archaeology, World Cultures, local history and the fine and decorative arts.

## **Natural History Collections**

The biology collections at PCMAG are very strong in entomology, and include the Keys Collection of over 27,000 specimens of British beetles; the Bignell collection of over 10,000 specimens of moths and butterflies; and the important Bignell parasitic wasp collection, which includes numerous type specimens.

The biology collections also hold the spirit persevered collection of the Plymouth Marine Fauna. The collection, of over 4000 spirit preserved jars, dates back to the late 1800s and includes specimens from the shores in and around Plymouth.

The botany collections are particularly important, as they contain some early 18<sup>th</sup> century herbaria specimens collected by Sir John St. Aubyn. The collection also contains beautifully preserved pressed seaweeds and plants collected by Bignell.

The geology collections are noted for the minerals, specialising in material from Devon and Cornwall. The major collectors represented in this collection are Sir John St. Aubyn (18<sup>th</sup> century), Sir William Serjeant (19<sup>th</sup> century), Richard Barstow (20<sup>th</sup> century) and Rene Gallant (also 20<sup>th</sup> century).

Further information about the natural history collections and collectors can be found on [www.plymouth.gov.uk/museumnhcollections.htm](http://www.plymouth.gov.uk/museumnhcollections.htm)

## **Human History Collections**

Local History: The largest number of accessions, mainly through donations, are made in local history, and include a wide variety of items relating to aspects of work, home and social life in Plymouth. The local photograph collection is particularly significant. The collection also incorporates maritime history, including some fine ship models.

Archaeology: The main focus of the archaeological collections is locally excavated objects from the City of Plymouth, West Devon and the South Hams. Items include prehistoric artefacts from Dartmoor, important bronze Age and Iron Age material from Mount Batten, medieval and post-medieval finds from Plymouth and material from Ancient Egypt and other Mediterranean cultures.

World Cultures: These collections contain material from Africa, America, Asia and Oceania. The collection includes material from the remarkable Gertrude Benham, who visited more than 70 countries throughout the world and climb over 300 mountains of 3000 meters or higher. There are also the collections from Rev. Harry Dauncey, who was a missionary in Papua New Guinea for 40 years.

Further information about the human history collections and collectors can be found on [www.plymouth.gov.uk/museumhhcollections.htm](http://www.plymouth.gov.uk/museumhhcollections.htm)

## **Fine and Decorative Arts**

The fine art collections comprises of paintings, drawings, prints and sculptures. The most notable collection in the museum is the Cottonian Collection, assembled mainly

in the 18<sup>th</sup> century. As well as Old Master paintings and mediaeval manuscripts, it includes thousands of prints and drawings of some of the finest work undertaken in Europe between the 16<sup>th</sup> and 19<sup>th</sup> centuries.

The main collection ranges from the 19<sup>th</sup> century to contemporary works, specialising in local topographic views and the work of artists with a Plymouth or South West connection, including Sir Joshua Reynolds, Nicholas Condy, Beryl Cook and the work of the St Ives and Newlyn Schools of Artists.

The decorative arts collection comprises of metalwork, glass, furniture, costumes and textiles and ceramics of which the museum holds a significant collection of Plymouth porcelain (the first hard-paste porcelain produced in England), soft paste porcelains and 20<sup>th</sup> century 'Art Pottery'. The collection also encompasses the contemporary crafts including glass, wood and ceramics made by regional and national makers.

Further information about the art collections and collectors can be found on [www.plymouth.gov.uk/museumartcollections.htm](http://www.plymouth.gov.uk/museumartcollections.htm)

# **Your Responsibilities as a volunteer at PCMAG**

## **Your Time**

You have kindly given up your time to assist with work in the museum, and your help as a volunteer is vital to us.

You and your supervisor have agreed to volunteer at certain times. In order for the department to run efficiently and smoothly, please adhere to the set times.

If you are unable to attend one of your set times, please contact your supervisor by email, or telephone on 01752 30 4774.

## **Visitor Care**

Whilst volunteering, you may be required to work with the visiting public at events in or outside the museum. The museum has a duty to increase public interest in the museums collections and the richness of the cultural heritage of Plymouth. As staff and volunteers, we must endeavour to ensure that members of the public visiting the museum have a fun and satisfying experience.

As a volunteer, you must ensure that;

- you make all members of the public feel welcome.
- where possible, you enhance the visitors experience by answering questions and being enthusiastic.
- that the museum is a safe and secure environment. Report anything suspicious to a member of staff.

## **Code of Conduct**

Whilst working in the museum, or at a museum event, never campaign for a personal cause (political, religious, etc). Ensure that you do not wear any campaigning badges, stickers or T-shirts, or other such items which may cause offence.

Outside of the museum, you must not be seen to be representing the museum if speaking personally about matters of public concern. Ask your supervisor if you have been approached to make a statement, so that one can be drafted up together.

You may be working directly with members of the public. You will be expected to behave in an appropriate professional manner. Any offensive language, abusive or threatening behaviour used to the public will result in you being asked to leave.

### **Recording your work**

Any work carried out should be recorded on a work sheet provided to you by your supervisor, for your benefit. This will allow you to record dates, the amount of time and the type of work you undertook.

This will be stored in the department you are volunteering in, which will assist the supervisor with writing references, and account for the work undertaken, and provide you with a certificate for your work if requested. You are free to take a photocopy of your work sheet at any time.

### **Equal Opportunities**

Following PCC Equalities Policy, no volunteers will be treated any differently on the grounds of race, religion, nationality, sex, age, marital status, disability or sexual orientation. If you feel that you have any concerns, please speak to your supervisor or a member of staff.

As a volunteer you are expected to follow the Corporate Equalities Policy (**Appendix A**). Please read this policy and sign in the induction checklist to show you have read it.

## **Expenses**

Volunteers will not be paid for their task(s) at PCMAG.

PCMAG may offer to pay expenses to support travel to and from the museum. Please discuss expenses with your supervisor.

All expenses can only be claimed with a valid receipt. The receipts must be given to the supervisor within a month of the date on the receipt. The supervisor will get the receipts signed by a manager, and then the volunteer can claim the receipt from petty cash. Petty cash can only be received between Tuesday – Friday at either **10am -11am** or **2pm-3pm**.

## **Shop and Café discount**

Volunteers in the Museums and Archive Service are entitled for a 20% discount in the museum shop and café which includes a selection of snacks, hot drinks and novelty items.

**You must show your volunteer badge/card when ordering and drink/food and/or shop merchandise.**

## **Historic houses and Smeaton's Tower**

Volunteers in the Museums and Archive Service have free entry to the Merchant's and Elizabethan houses and Smeaton's Tower on production of a valid Volunteer Card.

## **Smoking**

Smoking is **not permitted** in any Plymouth City Council property or office. Smoking is not allowed directly outside the premises. If you do smoke, please ask your supervisor to direct you to an appropriate place to smoke.

If you are discovered smoking in any buildings, or directly next to any Plymouth City Council building, you will be asked to leave.

## **Support**

Volunteers can discuss any aspect of project work or any other concerns with their supervisor at any time.

Every three months, your supervisor will arrange a short, informal meeting with you to ensure you are enjoying the projects you have been given. This short meeting will not be discussed with other volunteers, and you are free to bring up any issues you may have.

## **Ending of work**

You must clearly state to your supervisor when you wish to finish volunteering at the museum. Your supervisor will have a final informal meeting with you to discuss the outcomes of your projects. You will be asked to fill in an **exit questionnaire**, to find out your views of volunteering with us and if there is anything we can do to improve our volunteer support and management.

The museum will be happy to forward your volunteering record to you if required and to write subsequent references relating to your volunteer work.

Your supervisor has the right to end any project work at any time, if museum priorities change, if your work is not satisfactory, or you have breached any of the enclosed policies.

# **Volunteer Security Policy**

## **Signing in and out**

When you arrive at the museum for your volunteer work, you must **sign in** at the main welcome desk in the museum. When leaving the museum, you must **sign out** at the welcome desk. The museum needs to know who is in the building at all times for health, safety and security reasons.

The museum is accessible via the main entrance on:

**Tuesday – Friday (10am – 5:30pm) and Saturday (10am – 5pm)**

During the week you can access the main museum building via the back door on Tavistock Place, by ringing the bell in order to sign in. Wheelchair access is available through the lift at the back of the museum, by ringing the bell.

If you are unable to make your agreed session, then please contact your supervisor, either via email, or by telephoning on 01752 30 4774.

## **Volunteer Badge**

You will be given a volunteer badge on your first day, which we expect you to wear when you are working at the museum or at a museum event. Please make sure it is made visible so members of the museum staff and members of the public can see it.

You will pick up your badge when you sign in and leave your badge at the reception desk when you sign out.

## **Personal Belongings**

The museum building is a safe place, but your personal belongings are your responsibility. PCMAG cannot accept any responsibility for any loss or damage to any of your personal belongings.

When you begin your volunteer work, please make sure your supervisor provides you with a safe storage area for your personal belongings. Your personal belongings must not be taken into any museum store room.

## **Your safety**

PCMAG has several activities for members of the public, including family events, talks and special openings. Museum staff also answer enquiries from the public. You may be asked to assist in one of these activities, but when working with the public, you should;

- Never answer detailed questions to the public (such as “Where does that door lead?” or “How much is that painting worth?”).
- Not get involved with someone who could be potentially violent, either verbally or physically. If you are concerned contact the nearest member of staff and make sure you are safe.
- Whilst working in the museum, or at a museum event, never campaign for a particular cause (political, religious, etc). Ensure that you do not wear any campaigning badges, stickers or T-shirts, or other such items which may cause offence, when working.
- Never use offensive language or threatening behaviour to members of the public, or any other member of the museum staff (which includes other volunteers). You will be asked to leave if you are abusive in any way to staff, other volunteers or members of the public.
- Report or discuss any issues that concern you with your supervisor or any other member of staff.

## **Doors**

All doors leading to and from a main building must be closed behind you as you exit them. Never let anyone through the doors who you do not know.

Please don't be afraid to refuse to allow someone through. They will understand if you remain polite in refusal. If you need any assistance, then please seek the nearest member of staff.

### **Suspicious items and suspicious persons**

As a volunteer, you have a responsibility to report anything suspicious you may see in the museum. If you do notice any suspicious items, or suspicious persons, in the museum, you should contact the nearest member of staff.

### **Theft**

Damage and theft can be prevented by being alert and looking for signs of suspicious or unusual behaviour. Filming and photography in the museum are allowed, with permission. If you notice excessive filming or photography and you are concerned or suspicious, check with the nearest member of staff.

If you notice any doors open, or cabinets in the gallery unlocked, or anything suspicious, please contact the nearest member of staff immediately.

### **Police Checks**

Some volunteer work may involve working with children. PCMAG has a responsibility to ensure a safe environment for all children and vulnerable adults taking part in its activities.

Activities involving children and vulnerable adults will be supervised by members of staff, and/or external partners (such as school teachers). Volunteers will not be left unaccompanied by museum staff or external partners, with children or venerable adults.

If your work requires, then you may be subject to an Enhanced Criminal Record Check.

All staff directly in contact with children and vulnerable adults will be:

- Given a personal copy of the PCMAG **Child Protection Guidelines (Appendix B)**.
- Sign and date the **induction checklist** to say that you have received and read the guidelines.

New vetting and barring regulations will be introduced from October 2009 onwards which may require a reassessment of the above procedures.

### **Confidentiality and Sensitive Information**

Sometimes volunteers may need to have access to confidential and sensitive material. It is the responsibility of the supervisor to keep this to a minimum.

Once a volunteer has been made aware that information is confidential, it must not be discussed inside and outside of the museum.

Any misuse of confidential material will result in you being asked to leave.

### **Use of IT and the Internet**

You may be asked to work on the computer to assist with your project task. In this instance, you will be given a copy of the **Use of Computers and Telephone Policy** and sign the **induction checklist** to say that you have received it and read it (**Appendix C**). Any misuse or abuse of PCMAG resources will result in you being asked to leave.

### **Use of Mobile phones and Telephones**

When carrying out project work, you are asked to keep the use of mobile phones to a minimum. Telephones in the museum offices are not for personal use, but may be used in the case of an emergency (please refer to **Use of Computers and Telephone Policy** in **Appendix B**).

# Volunteer Health & Safety Policy

## **Health & Safety**

As a volunteer in PCMAG, you share a responsibility for your own safety, and that of other museum volunteers, staff and members of the public.

You will undertake Health & Safety training as part of your induction. This will last approximately one hour, and will cover procedures from lifting boxes to handling potentially hazardous material, as outlined in the relevant departments' Risk Assessment. Further training may be offered if a new project is developed and your supervisors determine that it is relevant.

You must;

- Take care of yourself, other members of staff and members of the public.
- Ensure that the workplace is kept safe and free of obstacles.
- Attend the Health & Safety induction given by your line manager.

## **Insurance**

All volunteers are covered by Plymouth City Council's employers liability and public liability insurance policy whilst they are on PCMAG premises, or engaged in any volunteer work on behalf of PCMAG.

You will be asked to fill in a **personal details form** which will include any health issues and next of kin details, which are used in case of any emergencies. Please find this form on **Page 21** of your Volunteer Handbook. Your supervisor will give this form to the museum admin team. This form is for insurance reasons and will not be given out to any third party. If your supervisor wishes to retain a photocopy for their files, they will ask your permission and the photocopied form must be signed by you.

## **Unsupervised working**

You may be required to work alone for parts of a project. In this case, you need to make sure your supervisor knows where you are. Your supervisor will regularly check you are comfortable with the work carried out.

Where lone working is required on a regular basis, your supervisor will carry out a risk assessment.

### **First Aid**

On your first day in the museum, your supervisor will show you where the first aid kits are in the building you are working. You will also be introduced to the first aiders in your building, as part of the **work place familiarisation**.

### **Reporting Accidents**

If you see an accident, or are involved in an accident, you must report it immediately to your supervisor. Never try to treat an injury yourself (unless you are a qualified First Aider). Your supervisor will get an accident report form and fill it out with you.

### **Fire Alarm**

You must sign in at the welcome desk every time you come into the museum for your volunteer work, and sign out when you leave. This ensures that members of staff know where you are if there is a fire alarm.

Your supervisor will show you the fire exits to the building you will be working in, fire fighting equipment and where to meet in case of a fire alarm, as part of your **work place familiarisation**.

### **Health & Safety Training**

The different departments within the museum will have different health and safety requirements. The following risk assessments cover any possible work related problems in PCMAG.

**Art Collections:**

- Art Collections Risk Assessment

**Human History Collections:**

- Human History Collections Risk Assessment

**Natural History Collections:**

- Natural History Collections Risk Assessment
- Mineral Collections Risk Assessment
- Spirit Preserved Collections Risk Assessment

Food and drink is not permitted in any of the museum stores for your safety, and for the safety of the collections. As part of your induction, you will spend some time training with your supervisor going through the relevant Risk Assessments noting how you and museum staff can minimise risk. Other risk assessments will become available for different departments.

## Volunteer Induction Checklist

Induction Task	Signed and Dated by volunteer	Signed and Dated by supervisor
Personal information and emergency contact details filled in and filed with Admin.		
Volunteer work sheet named and dated by volunteer (to be kept with personal information sheet in department office).		
Shown where to sign in and sign out.		
Induction pack received and read.		
Work place familiarisation (offices, toilets, members of staff, front of house staff).		
Fire escapes and where to meet in case of a fire alarm.		
Introduced to first aiders.		
Hours and work project agreed.		
Appearance requirements explained and badge supplied.		
Health & Safety Induction (including Risk Assessment training).		
Use of Internet Policy read.		
Equal Opportunity Policy read.		
Child Protection Guidelines read.		

**Volunteer Task Description**

**Name:**

**Hours/time period:**

**The project details below are as agreed between the volunteer supervisor and the volunteer:**

**Project review date:**

Volunteer signature..... Date.....

Volunteer supervisor signature..... Date.....





## Volunteer Exit Questionnaire

Thank you for volunteering at Plymouth City Museum and Art Gallery. We would value your views on volunteering for us, so we can continue to make the volunteering experience as useful and enjoyable as possible.

**Name:** (Optional, this can be anonymous) .....

**How long have you volunteered for us?** .....

**What tasks did you carry out?** .....

**Why are you leaving (please tick)**

Moving

Can no longer meet time commitments

Have found paid employment

Would like a change

Starting a course

Need a rest

Did not enjoy what I was doing

**Other (please state)** .....

**What did you enjoy volunteering for the museum?** .....

.....  
.....

**What did you not enjoy?**.....

.....  
.....

**Has volunteering assisted you in finding paid employment?**.....

.....  
.....

**Any other comments on your experience of volunteering?**.....

.....  
.....

Please tick if you would like to be contacted about future events at the museum

**Thank you for your time!**

## **Appendix A**

### **Corporate Equalities Policy**

#### **1. Our Vision for Equalities**

1.1. Plymouth City Council is committed to valuing, promoting and celebrating equality, diversity and community cohesion in order to ensure that our residents, employees and visitors enjoy an outstanding quality of life. We are committed to ensuring that people in our multi-cultural city have equal access to high quality services and the right to live, learn and work, free from unlawful discrimination.

1.2. Our commitment to equalities applies to everything we do in the council and with our citizens. It is at the core of our work with partners to make Plymouth a vibrant waterfront city of the world.

#### **2. Commitments**

2.1. We are committed to providing fair and equal access to our services and employment, to meeting our statutory obligations under equalities legislation <sup>1</sup>, and to continuous improvement against the Equality Standard for Local Government.

2.2. We adopted the McPherson definition <sup>2</sup> of institutional racism in 2000 and believe that this applies to all forms of unlawful discrimination including the six equality strands of age, race, sexual orientation, disability, gender, faith and belief.

2.3. No person or group whether accessing services, applying for a job, or through employment, will be treated unfairly by the council because of their: -

- Age
- Colour
- Disability
- Employment status
- Ethnic or national origin
- Faith, religion or belief (or non religion/belief)
- Gender or gender identity
- Marital status
- Nationality
- Political affiliation.
- Race

---

<sup>1</sup> See Appendix A

<sup>2</sup> Institutional Racism is “The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people.” (Stephen Lawrence Enquiry)

- Responsibility for dependants
- Sexual orientation
- Trade union affiliation

2.4. We will actively use our community leadership role to promote equality and community cohesion, celebrate diversity and promote good relations between people of different backgrounds and abilities.

2.5. By working in partnership with a range of other organisations, individuals and communities we will work towards eliminating unlawful discrimination (including harassment and victimisation) and prevent any adverse impact on our customers and wider communities.

### **3. Scope and Responsibilities**

3.1. All council employees have a vital role in promoting equality and tackling unlawful discrimination.

3.2. Employees are expected to: -

- Engage with and understand the diverse needs of the communities they serve in line with their job specifications
- Treat people with respect and promote equality in their work
- Take up learning and development opportunities on the full range of equality strands
- Take personal responsibility to keep their behaviour and actions within this policy
- Address inappropriate service delivery or behaviour through the channels provided
- Be fully aware of policies and guidelines relating to equalities.

3.3. Managers will, in addition:-

- Provide and promote learning and development opportunities on the full range of equality strands
- Challenge oppressive and unhelpful cultures and traditions
- Ensure that workers understand and uphold this policy
- Promote and celebrate best practice
- Ensure service delivery is underpinned by this policy

3.4. The council management team will, in particular: -

- Lead and drive all employees' work in relation to this policy and associated plans <sup>3</sup>

---

<sup>3</sup> Includes Corporate Equality Plan; Race Equality Scheme and within all service plans.

- Ensure that all council work is delivered within the equality requirements
- Monitor and evaluate their own performance
- Identify and provide resources (eg budgets, staffing, representation on working groups) corporately and departmentally to deliver effectively in relation to equality
- Continuously promote equality across the whole Council and in all policies and procedures
- Audit and scrutinise equality activity in relation to national standards and performance indicators.

3.5. Elected members set the equality policy for the council and provide leadership and support in decision-making about equality matters. They will review this policy for continuous progress through their performance management and scrutiny functions. A member of the cabinet will be appointed as portfolio holder with responsibility to champion equalities.

3.6. Customers from the community will be involved with the equality planning process and participate in scrutiny. Customers will be treated with respect and the same will be expected in return.

## **4. Objectives**

4.1. By implementing this policy, the council will aim to make:-

- Services reflect equalities requirements
- Certain there is fair and equal access to, and information about, our services
- Recruitment and employment practices transparent and fair
- Equality and diversity an integrated part of all council activity including strategic planning, performance management and business practices
- Sure that there is no place for unlawful discrimination against or by our customers
- Innovation and sharing of best practice about equalities key to our further development.

## **5. Implementation**

5.1. We will identify and make resources available to support the effective implementation of this policy, as part of our service planning.

5.2. The full implementation of this policy will be supported through the development of our Corporate Equality Plan, and be achieved by a thorough and timetabled action plan. All services and their employees have a role to play in developing and implementing this to produce positive outcomes.

5.3. The importance of this policy and the Corporate Equality Plan will be promoted by ensuring that we publish them and make them widely available and understood

5.4. We will assess the impact of our work on equalities, monitor and evaluate outcomes, take learning and development opportunities and use corporate and employee performance

management processes to eliminate unlawful discrimination and develop good practice in equalities.

## **6. Employment Practices and People Strategy**

6.1. We value the diversity of our employees and customers and want our workforce to be representative of the community it serves.

6.2. Our employment practices will be fair, transparent, and free from unlawful discrimination. To help achieve this, we will monitor:-

- Vacancies and recruitment
- Grievance processes
- Harassment processes
- Complaints
- Disciplinary action
- Promotions, and secondments
- Leaving the council
- Learning and development programmes.

6.3. We are committed to fair employment, equal pay practices and flexible working and will ensure that:-

- Vacancies are advertised using ways that are fair and accessible to all sections of the community seeking employment, in particular those identified as under-represented
- Skills specified for jobs will be strictly relevant to the requirements of the job
- Entry requirements will be clearly and objectively stated, and reflect the principal functions of the post
- Interviewers will be trained to ensure that the process is undertaken in a fair and consistent way and within this policy and equality legislation (see Appendix A)
- At least one member of each interview panels has a robust understanding of equal opportunities
- Employees are inducted into the values and policies of the Council regarding equalities.

6.4. Employees who believe that they have suffered unfair treatment and or unlawful discrimination will have their concerns taken seriously and be given advice regarding the agreed procedures and support which may be available.

6.5. Close liaison with trade union representatives will assist in making this policy effective.

6.6. The Human Resources service has corporate lead responsibility for monitoring, researching and promoting equal opportunities in employment, using methods like anti-

discrimination, best practice and providing monitoring reports to enable implementation of this policy to be regularly reviewed

## **7. Learning and Development**

7.1. Learning and development has a key role to play in building a foundation for equality practices. We recognise that employees have varying needs and a comprehensive training and learning programme will, over time, be developed linked to our employee appraisal process.

7.2. We will monitor access to learning and gather, and act on, employees' feedback about the effectiveness of the opportunities offered and attended. Any resulting action will aim to ensure that opportunities remain useful and relevant to the needs of employees and service delivery.

## **8. Access to Information and Services**

8.1. We will monitor our information and services in relation to this policy and remove any identified barriers to access and information eg by providing translators and interpreters to ensure that our services remain responsive to people's needs.

8.2. A systematic process for conducting equality impact assessments and getting feedback about the experience of our diverse customers when receiving (or not receiving) services will be developed.

## **9. Service Delivery (including contracting, monitoring and planning)**

9.1. Our Corporate Equality Plan will help ensure that service delivery is effective and proportionate and meets the standards of this policy. We are committed to monitoring consultation findings, service use, target setting, and acting on the findings.

9.2. Organisations working with us to provide services to the public will need to demonstrate their understanding of, commitment to and compliance with equalities legislation. We will develop process aimed at consistently stipulating this in all contracts and service level agreements.

9.3. We will work with other organisations delivering services to promote equalities and assist marginalised communities, agencies, groups or individuals in order to maximise their capacity, empowerment and development.

9.4. We will ensure: -

- Progress monitoring in relation to equalities within service delivery
- Audit and scrutiny using performance indicators
- Training for employees in commissioning, contracting and procurement work to make equalities part of their business
- On going recording and monitoring of incidents reported as discriminatory.

## **10. Consultation and Publishing information**

10.1. We will make consultation with our customers active and genuine involving a range of

people and methods that reflect our local communities

10.2. We will also provide:

- Clear and accessible information about our services in a variety of formats on request, for example in large print, audio tape, Braille, on computer disc and in appropriate languages
- Interpreters or translators in other languages including British Sign Language as needed
- Type Talk and hearing loops in our offices where possible

10.3. Information and activities relating to equalities will be published on the council's web site.

## **11. Working with Partners and Stakeholders**

11.1. We will make genuine partnerships and have meaningful dialogue with a wide-range of diverse partners and stakeholders to help promote corporate priorities and the City Strategy. We will also work with the Local Strategic Partnership to promote equalities.

## **12. Compliments, complaints and representations**

12.1. We positively welcome feedback from stakeholders on all aspects of our work. Customers, and those not currently using our services, who believe that they have suffered unfair treatment or unlawful discrimination will have their concerns taken seriously through our complaints procedure "Have your Say". This also takes specific account of racist and homophobic incidents recording and appropriate confidentiality requirements.

## **13. Review**

13.1. We will evaluate our policies, procedures and practices through a rolling equality impact assessment process to ensure that they encourage and support our determination to promote equality and eliminate unlawful discrimination.

13.2. An annual report will be presented to the portfolio holder for equalities outlining progress against this policy.

13.3. This policy will be reviewed annually and in the light of progress with equalities, any changes in the law, and other aspects of equalities, and proposals for changes made as necessary.

## **APPENDIX A - Legislation**

The council will fulfil codes of practice requirements and our statutory duties<sup>4</sup> to meet the: -

---

<sup>4</sup>Further information from the Social Inclusion Unit and Plymouth City Council Legal department.

- Human Rights Act 1998
- Disability Discrimination Act 1995
- Disability Discrimination Act 1995 (Amendment) 2003
- Disability Discrimination Act 2005
- Sex Discrimination Act 1975
- Race Relations (Amendment) Act 2000
- Race Relations 1976 (Amendment) Act 2003
- Equal Pay Act 1970
- Employment Equality (Religion or Belief) Regulations 2003.
- Employment Equality (Sexual Orientation) Regulations 2003
- EC Code of Practice on the protection of the dignity of men and women at work (Directive 92/131/ECC)
- Employment Equality Act 1998
- Data Protection Act 1998

(This is not an exhaustive list and the Council will meet its duties and requirements in relation to all relevant legislation)

## **Appendix B**

### **Child Protection Guidelines for PCMAG**

Plymouth City Museum and Art Gallery (PCMAG) welcomes visitors of all ages and abilities to the museum and to PCMAG organised events.

The welfare of young people (anyone under the age of 19) is paramount and any suspicion or allegation of abuse will be taken seriously. PCMAG has a statutory responsibility to ensure the safeguarding of children under section 11 of the Children Act (2004).

Staff and volunteers have a legal and moral obligation to raise any concerns or suspicions that may arise.

PCMAG has several activities which staff and volunteers organise, including holiday workshops, organised school trips, other events in the museum, Wild about Plymouth natural history activities and other events outside the museum.

PCMAG aims to provide a safe and healthy environment for all members of the public at events in and out of the museum. The primary responsibility for the care of children is with the adult carer, however, the museum does ensure that its activities and policies prove additional protection.

The following measures should be followed by all staff and volunteers to ensure a safe environment for children;

1. All children attending events, in or outside the museum, must be accompanied by an adult (this may be the parent, guardian, or the child's carer). In no circumstances must the child be left alone in the museum, or at an outside museum organised event. If you see an adult carer leave a child at an event, please inform the nearest members of front of house staff.
2. Volunteers are never to be left alone with children. Members of staff from PCMAG, teachers, parents and carers are to be present at events and activities in all events involving children. (PCMAG staff members have been CRB checked). As such we do not conduct education of any sort on a one-to-one basis.
3. All volunteers will be required to supply two references in full and these will be checked before any work at PCMAG commences.
4. The carer's, parent's, or guardian's consent must be given in writing prior to taking photographs, or filming of children in the museum.
5. We treat children with dignity and respect.
6. Children look up to adults, particularly at events and activities in and out of the museum. PCMAG staff and volunteers must be good role models and they may not use offensive language, make sexually suggestive comments, smoke or drink alcohol in the presence of child visitors.
7. We have designated our Visitor Services Manager, as responsible for child protection issues, reporting to the city curator, who in turn accepts responsibility for ensuring that

child protection issues are taken seriously and any incidents or suspected incidents are thoroughly investigated and appropriate action taken.

8. If there is an accident involving a child, first aid must only be carried out by a qualified first aider, and only with more than one adult present. The rare exception being serious injury where any delay in providing urgent first-aid pending the arrival of medical aid would be harmful to the child.

We avoid the following unacceptable practices both for the protection of children and the safeguarding of our own staff and volunteers:

- Not spending any time alone with children.
- Taking simple precautions eg. keeping a door open if alone with a child.
- Avoiding physical contact at all times other than in emergencies.
- Not meeting with children outside of the work context.
- Not making suggestive comments, even in jest.
- Not accompanying children to the toilet, they must be accompanied by the teacher or carer.
- Treating children disrespectfully.
- Spending excessive time with individual young people
- Taking children home (theirs or the adult's) or in a private vehicle, other than in a group.
- Engaging in rough play, horseplay, or games of physical contact.
- Being alone in a toilet or any private room with an individual child
- Doing things of a personal nature, that the child can do for his or her self or with the assistance of a carer.
- Physical restraint, other than to prevent danger to the child or others, damage to property, or to prevent a criminal offence or serious anti-social behaviour.

If you discover a child unaccompanied by an adult;

- Approach the child with the nearest member of staff **Never approach an unaccompanied child by yourself.**
- Try to find out if their parents know they are in the museum or library unaccompanied and if they know how to get home.

- Use your judgment in deciding if it is reasonable to expect the child to find his / her own way home.
- Contact the designated member of staff for advice.
- If attempts to contact a parent / carer fail, you should contact the local Children's Social Services Duty Team or police station. **This will be done by the designated member of staff.**

The following guidelines are for events outside the museum;

- At events at other organizations (i.e. schools), the supervision of the child remains the responsibility of the organization being visited.
- A volunteer will never be left alone with a group or individual child at any time; at least one member of the organisation should be present.
- When working at outside events, staff and volunteers must always have their identification badge on.
- Any concerns a member of staff has about child protection issues whilst on an outreach visit should be reported to the designated child protection person in that setting, who will undertake the necessary response.

For access to any other PCC policies and guidelines please ask a member of staff.

## **Appendix C**

# **Plymouth City Council Use of Computers and Telephone Policy**

### **1 Purpose**

1.1 Computers were originally the domain of specialists and were located within secure and tightly controlled computer rooms with segregation of duties and close supervision. Advances in technology, combined with an increasing trend towards decentralisation and delegation of authority, have resulted in the spread of computer facilities into most offices within the City Council and, with the advent of portable computers, away from the Council's premises.

1.2 This situation has given rise to considerable scope for the misuse of computer resources for fraudulent or illegal purposes, for the pursuance of personal interests or for amusement/entertainment.

1.3 The misuse of the City Council's computer resources is considered to be potential gross misconduct and may render the individual(s) concerned liable to disciplinary action including dismissal.

1.4 The purpose of this document is to establish guidelines as to what constitutes "computer resources" and what is considered to be "misuse".

### **2 Scope**

2.1 This document applies to all Councillors, Committees, Departments Partners, Employees of the Council, contractual third parties and agents of the Council who have access to Information Systems or information used for Plymouth City Council purposes.

2.2 Computer resources include mainframe computers, departmental computers, personal computers, portable laptop computers, terminals, printers, network equipment and telecommunications facilities.

### **3 Misuse Definition**

3.1 No exhaustive list can be prepared defining all possible forms of misuse of computer resources. The individual circumstances of each case will need to be taken into account. However, some examples are as follows:

- 3.1.1 Use of computer resources for the purposes of fraud, theft or dishonesty.
- 3.1.2 Storing/loading/executing of software for a purpose which is not work related (this includes the use of "games" software which is pre-loaded on personal computers, eg, in Windows).

3.1.3 Storing/loading/executing of software:

- 3.1.3.1 which has not been acquired through approved City Council procurement procedures, or
- 3.1.3.2 for which the City Council does not hold a valid program licence, or
- 3.1.3.3 which has not been the subject of formal virus checking procedures.

3.1.4 Storing/processing/printing of data for a purpose which is not work related:

Computer & Telephone Misuse Policy

3.1.4.1 Use of electronic mail system to transmit messages which are not work related.

3.1.4.2 Use of computer resources to access the Internet or other public information services for a purpose which is not work related.

#### **4 Legislation**

4.1 Staff should be aware that the Copyright, Design and Patents Act 1988 includes software theft. Under the provisions of this act unauthorised duplication of software is illegal and could result in unlimited fines and up to two years imprisonment.

4.2 Staff should be aware of their obligations under the Data Protection Act. In particular:

- 4.2.1 Personal data stored on computer should be held and used only for the lawful purposes described in the register entry.
- 4.2.2 Personal data stored on or produced by computer should only be disclosed to those people described in the register entry.
- 4.2.3 Individuals can be held personally and legally responsible for breaching the provisions of the Act.