

**“Life’s most persistent and urgent question is, what are you doing for others?”**

**Martin Luther King**



**Angling Trust  
Volunteer Handbook**

# “Hello and Welcome”

**Thank you for volunteering to support the Angling Trust and our ongoing aims to grow and support the sport we all love. Without the vital work of volunteers we could not continue to provide such fantastic opportunities across the country.**

Volunteers are the heart of everything we do, from supporting local clubs, delivering events to give people an opportunity to try fishing, having your say to defend the right for people to fish and to improve angling now and in the future. You tell people about us to help grow our membership to raise vital funds to re-invest and protect the sport we all love. All of this is a huge task and we really need the help you, volunteers, give to help us achieve everything we need to on behalf of the huge angling community.

Thank you once again for your generous support as a volunteer and I look forward to meeting you on a bank, beach or boat!

A handwritten signature in dark blue ink, appearing to read 'Mark Lloyd' with a stylized flourish at the end.

**Mark Lloyd - Chief Executive**

# Introduction

**Thank you for joining us, you are one of thousands of volunteers who give up their time to support angling throughout England. Volunteers are the lifeblood of a sport and without you angling would not be the sport we know and love.**

Through your hard work you are helping our sport develop and grow by making angling accessible to all ages and abilities regardless of experience. We place a high value on your meaningful contribution and we want your time as a volunteer to be both rewarding and satisfying.

This handbook contains useful information to support you with your volunteering and help you understand what you need to know about volunteering in angling.

The Angling Trust continually looks for ways to improve our service and what we deliver and we welcome ideas and suggestions from volunteers and participants, so if you have any, please feel free to share them with us by emailing: [volunteering@anglingtrust.net](mailto:volunteering@anglingtrust.net)

For further information including role descriptors, inductions and any other detailed policies and procedures, please see the volunteer manager for your area of work.



**Time is  
valuable  
and so  
are  
you!**

# Getting Involved

Angling is such a wonderful sport with a huge variety of opportunities to get involved in, giving everyone the chance of volunteering in something they enjoy whether an avid angler or not.

Whether you are interested in 'Participation and Development' opportunities, 'Competitions and Performance' events, 'Campaigns and Projects' or helping grow our membership, you can be guaranteed there is something for you to get involved in.



## Participation and Development opportunities

If you are looking at getting involved in supporting the delivery of participation events to help encourage more people to have a go or get back involved in angling, then we work with clubs and fisheries right across the country so there will no doubt be an event happening near you!

Roles can include:

- Coaches
- Event coordinator
- Event booking staff
- General helpers



## Competitions and Performance

Competitions with the Angling Trust are huge and rely upon volunteers to make them run. Whether these are large scale national competitions or more local events, we are always looking at encouraging more people to get involved.

Roles include:

- Competition organiser
- Boatmen
- Event Managers
- Event Stewards



## Campaigns and Projects

With such a huge variety of opportunities across the country.

Roles include:

- Voluntary Bailiff Service (**VBS**), help to protect our waterways
- Researchers, help improve fishing and the environment
- Campaigners, ensure policy and protocols are followed in your region
- Regional Freshwater & Marine Groups, help organise forums and work with clubs and fisheries



## Memberships

Membership recruitment - help us increase membership by helping out at events and shows.

# from US

## to YOU

**We want to make sure that your volunteering experience with us is exciting, fulfilling but also provides you with everything you need it to. To make sure that your volunteering experience meets your expectations, there are a number of key commitments we make to you.**

Our commitment to volunteers, we will:

- Always treat our volunteers with respect, consideration and appreciation.
- Provide all necessary training and support that you specifically need for your role.
- Always communicate the key messages to you that will help support you in fulfilling the role you have chosen to get involved with.
- Always listen to you, whether this is to suggestions on improving our support programme or specific help you might need.
- Update you on the impact you are making.
- Provide honest feedback on your work.

# from YOU

## to US

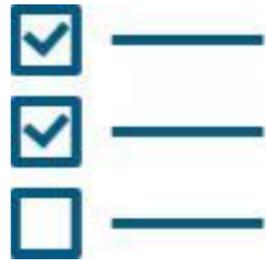
**We expect high standards from anyone supporting the work of the Angling Trust, whether this is our full-time staff or those supporting through volunteering.**

To make sure that your volunteering experience is what you want it to be, we suggest that by following these bullets, it will be just that.

- Treat any Angling Trust member of staff or volunteer with respect and consideration.
- Act professionally when representing the Angling Trust.
- Do not discriminate against any age, ability, gender or race.
- If you require any support or information to fulfil your duties, ask your Angling Trust manager.
- Where you are unable to attend an event you have previously committed to, provide as much notice as possible to allow us to fill your role.

★ full codes of conduct will be provided as part of your induction

# How we will support you!



## Induction

Your Angling Trust contact will be in touch to say hi and to go through all of the necessary bits to help you understand what the role will require. This will also give you the chance to ask any questions about things you are not quite sure of or simply to just make sure that it is what you expected and is right for you.

Depending on the type of role you will be involved with will largely determine the type of induction that will be done. For example more practical roles might involve some on the job training, working as part of a team may require you to meet the others before you hit the ground.

It will also give you the opportunity to make sure you understand any relevant policies and procedures.

These policies and procedures could include the following.

- Codes of Conduct
- Equality Policy
- Safeguarding Policy
- Health and Safety
- Bullying
- Complaints

You may also want to ask further questions about some of the other areas in this handbook



## Training

We want you to feel fully prepared to help with the role you will be volunteering in. As such, whenever there might be some training necessary, your manager will signpost you. This could be some online training, face to face or through professional development tools.

Whatever the training, you won't be asked to pay for it if it is key to you completing your role effectively.



## Support

You will receive ongoing support from your Angling Trust contact. It is also worthwhile keeping a record of all the tasks you undertake, how they worked, what went well and whether you felt some additional support might be necessary.

Most volunteers will have review meetings to make sure everything is running smoothly. The frequency of these will depend on the role. If you need support,

ask for a meeting to discuss what support you feel is required.

Your review meeting may be in person, over the phone or Skype/video chat, depending on the type of role and where you live in relation to your Angling Trust contact.



## Commitment

We appreciate the hard work that volunteers do and the significant value that they bring to the Angling Trust.

We do however ask that when signing up to volunteer with us that you are committed and reliable. If your circumstances change at any point and you are no longer able to fulfil the volunteered role, we ask that you let us know immediately to give us chance to fill this role. If you are unavailable on certain days or planning a holiday then let us know, have a great time and we'll be here when you get back.

# Important

## Bits



### Expenses

The Angling Trust will reimburse volunteers for any out of pocket expenses. You will only ever be reimbursed the amount that you have spent as a result of your volunteering and this expense must have (where possible) been approved by a manager before the expense was committed. Where expenses have been approved or accepted and are being claimed for, they must be accompanied by a receipt.

### Gifts, Rewards or Benefit in Kind

As a volunteer, you won't be paid for the time you give up, simply you will be paid for the actual expenses as highlighted previously.

In some instances, clubs have previously given volunteers gifts or specific benefits to reward the time they commit as a volunteer.

For example, some committee members may be given their membership to the club as a 'reward' for volunteering in that position. This is classified by HMRC as a 'benefit in kind'. This would mean that they should actually be paid at least minimum wage as they are benefitting from this position.

You must not accept any benefit/reward for your role as a volunteer as this may have taxable implications.



## Health & Safety

The Angling Trust is committed to looking after the health, safety and wellbeing of everyone who works for us, on our premises or uses our services.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by Angling Trust employees. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

Volunteers with specific responsibilities for health and safety, will receive training and guidance to help them to fulfil their responsibilities. Suitable risk assessment(s) must be prepared for all activities being carried out in the name of the Angling Trust.

## It is important that you:

- Carry out your duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public.
- Comply with all relevant instructions and procedures relating to safety.
- Inform your AT contact of any personal health and safety requirements that you have.

If you have any doubts regarding your health and safety role or responsibility, please speak to your AT contact as soon as possible.

## Accidents and incidents

All accidents and incidents must be reported to your AT contact as soon as possible.

If you feel that it's a real emergency, please contact the emergency services immediately.

# Safeguarding in Angling



## Safeguarding Policies

The Angling Trust is committed to ensuring that everyone has the opportunity to participate in angling in a safe and supportive environment. This includes children, young people and vulnerable adults.

To ensure we can support this, we have established the following documents to show how we will do this.

- Safeguarding Children and Young People in Angling Policy.
- Safeguarding Vulnerable Adults Policy.

If you will be volunteering in a role that requires working with children, young people or vulnerable adults, then it is key to be aware of the above policies.

They can be found by contacting your AT link.

## Reporting Procedure

It is not your responsibility to decide on the outcome of information disclosed to you, however it is your responsibility to deal with the information passed to you effectively.

If somebody discloses information to you relating to a safeguarding concern, it is essential that this is handled with effectively and correctly. Failure to deal with a disclosure may prevent the relevant authorities from dealing with the information.

## Training

Some roles are more likely to encounter safeguarding concerns than others. If you feel that your role may be such a role, then it is essential you speak with your contact as it may be relevant that you complete some relevant training.

# Dealing with issues!



## Problems within your role

If you encounter a difficulty with any aspect of the role, please talk to your AT contact as soon as possible for advice and support.

If the role isn't working out as hoped, please let your AT contact know. Together we will try to work out any difficulties. If it is agreed it can't work, this shouldn't be seen as failure. Speak to your contact about finding a more appropriate role.



## Complaints

Whether written or verbal, complaints must be dealt with quickly and accurately.

Most people view complaints as a negative process, however they can also be seen as constructive feedback and therefore essential to future developments. Regardless of what people say, we don't get everything right all of the time and therefore it is crucial we respond to this kind of feedback.

The Angling Trust has an official complaints procedure and therefore should you feel the need to submit constructive feedback or someone outside of the organisation wishes to do the same, please speak to your AT manager.

# Useful info!

AT Contact

Details

AT Start date

Expenses contact

Safeguarding contact

**Good luck and enjoy!**