



Transforming Lives Through Physical Activity & Sport

How to build a network of
volunteers & freelancers



Single Homeless Project
preventing homelessness
transforming lives

Contents

Who we are	3
Why this toolkit is for you	4
Do you need volunteers or freelancers?	5
Lone working	8
Your guide through the volunteer & freelancer journey	9
How volunteers can enhance your partnership network	14
Challenges & solutions	15
Our volunteer & freelancer team	17
Summary	19
Appendix	20

“Martial arts is one of the highlights of my week, I always look forward to seeing Jonny and learning new skills.”

Ian (resident) talking about Jonny (freelancer)



Who we are

Single Homeless Project is a London-wide charity. Our vision is a society where everyone has a place to call home and the chance to live a fulfilling life.

We help single Londoners by preventing homelessness, providing support and accommodation, promoting wellbeing, enhancing opportunity, and being a voice for change. From supporting people in crisis to helping people take the final steps towards independence and employment, we make a difference to 10,000 lives every year across all 32 boroughs.

In 2017 as part of Sport England's Active Ageing Initiative, Single Homeless Project launched the Sport Project. This introduced physical activity into the daily lives of those aged 55 and over who were experiencing homelessness and associated needs. Since its launch, the Sport Project has grown its offer to include all adults across Single Homeless Project services.

Physical Activity For All

The Sport Project believes that everyone deserves equal access to physical activity and sport. We also believe that the introduction of physical activity into core homelessness provision is essential to bring about positive change, transform lives and prevent homelessness.

Our work has shown that regular physical activity can bring significant improvements in physical and mental health, socialisation, and overall quality of life.

That's why we've launched the Physical Activity For All initiative, consisting of: information sharing toolkits, roundtable events and sport bags. This toolkit will set out how you can engage and grow a supportive and enthusiastic team of freelancers and volunteers; highlighting the benefits, challenges and share tools and tips to support you in your journey.

We hope by sharing this and future toolkits we will inspire organisations to join us in using physical activity and sport to transform the lives of people throughout our communities.

Sport Project - Our Vision:

- To share our experience, insights and findings
- Engage, grow and nurture a network of enthusiastic partners
- To encourage organisations to introduce sport and physical activity into their offering
- Influence and inspire others to join the conversation around the positive impact sport and physical activity have on the lives of people experiencing or at risk of homelessness



62%

Improved quality of life of 62% participants

Why this toolkit is for you

Are you looking to find a **budget friendly** option to expand and grow your offer?

Would you like to offer a **variety of skills and activities** to your clients?

Do you have a **diverse group of people** to engage that would benefit from **different personalities** to connect and work with?

Would you like to introduce the benefits of **community engagement** - connecting your community to the people you work with?

Are you looking for ways to inspire your clients to **engage with other opportunities** to improve wellbeing and overall quality of life?

Are you looking to create more **consistency for you clients**, and a safe and comfortable setting?

Would you like to introduce more members to your team to **increase advocacy and pride** within your programme, organisation and in the community?

Since 2017 we have:

600

Engaged over 600 clients

76%

Participants improved stress, anxiety and depression levels

130+

Worked with 130+ Volunteers & Freelancers

Do you need volunteers or freelancers?

The success of our Sport Project and its growth is largely down to our volunteers and freelancers. The Project relies heavily on both freelancers and volunteers to run weekly sessions and one-off opportunities.

Volunteer



Member of the community who donates their time or skill to the project free of charge.

Freelancer



Someone who is self-employed and not committed to the employer long term.

When advertising for a volunteer or freelancer, aspire to have the highest level of applicant possible to ensure maximum engagement and benefit for participants to reap the benefits of the programme. Take time to consider whether a session advert should be for a volunteer or a freelancer. See the breakdown below to inform you of your decision.

Volunteers



Regular volunteers – When a specific skill set is required, and dedicated time period needed

When hiring volunteers for our sport sessions, we advise that the role is ongoing and ask that they commit for a substantial period of time. By doing so this helps build consistency, and better rapport with participants. Some of our volunteers have been with us for over two years and that has enabled the participants to build meaningful relationships resulting in increased engagement and lasting physical activity habits.

One-off volunteers – For events and trips

When running events or trips we require extra support to help run these and ensure everyone's safety. As part of our annual sports day, we require additional volunteers to assist with the day, from roles such as team captains through to presenting. Most of these volunteers will be one-off, and will volunteer with us just for the day, no other commitment is asked. Similarly, we run trips such as ice skating at Christmas, these one-off volunteer opportunities are often filled by volunteers in other roles who want a one-off extra day to take part in a fun day out.

Corporate volunteers – For one off trips and financial support

These roles are very unique and often cover one-three days per year. Our corporate partners donate a select number of staff working days to help support us. These days often see our corporate volunteers filling two distinct roles; 1) Our one-off volunteer roles, for example Sports Day or 2) Corporate days, where they will support the project by covering the cost of equipment and spend the day building, these days have seen the creation of three gyms in our hostels and a bike shed.

Student volunteers – Set periods where extra hands or administration work would be useful



University courses such as Social Work or Master students often have a set period of 3-12 weeks where they complete student placements. We have benefited from students joining the team for select periods of time to support us with administration work, evaluation, or double cover work.

Other volunteers – Sometimes we require volunteers for a shorter amount of time if we are trialing new sessions. Six-week trials can be a useful tool to gauge the success of sessions and volunteers. If the results are promising, then we can look to extend the volunteering or to hire a freelancer into the role.

Freelancers



Set period – When trialing a new sport or venue, we normally hire a freelancer for a set period, a six-week period to assess its success.

Rolling – When running a session that has no end date and we hope to maintain long term we will recruit a freelancer into the role for an indefinite period of time.

Meet Louis

One of our long-standing volunteers is Louis. He has provided consistency with his sessions and has gone above and beyond to make a positive impact.

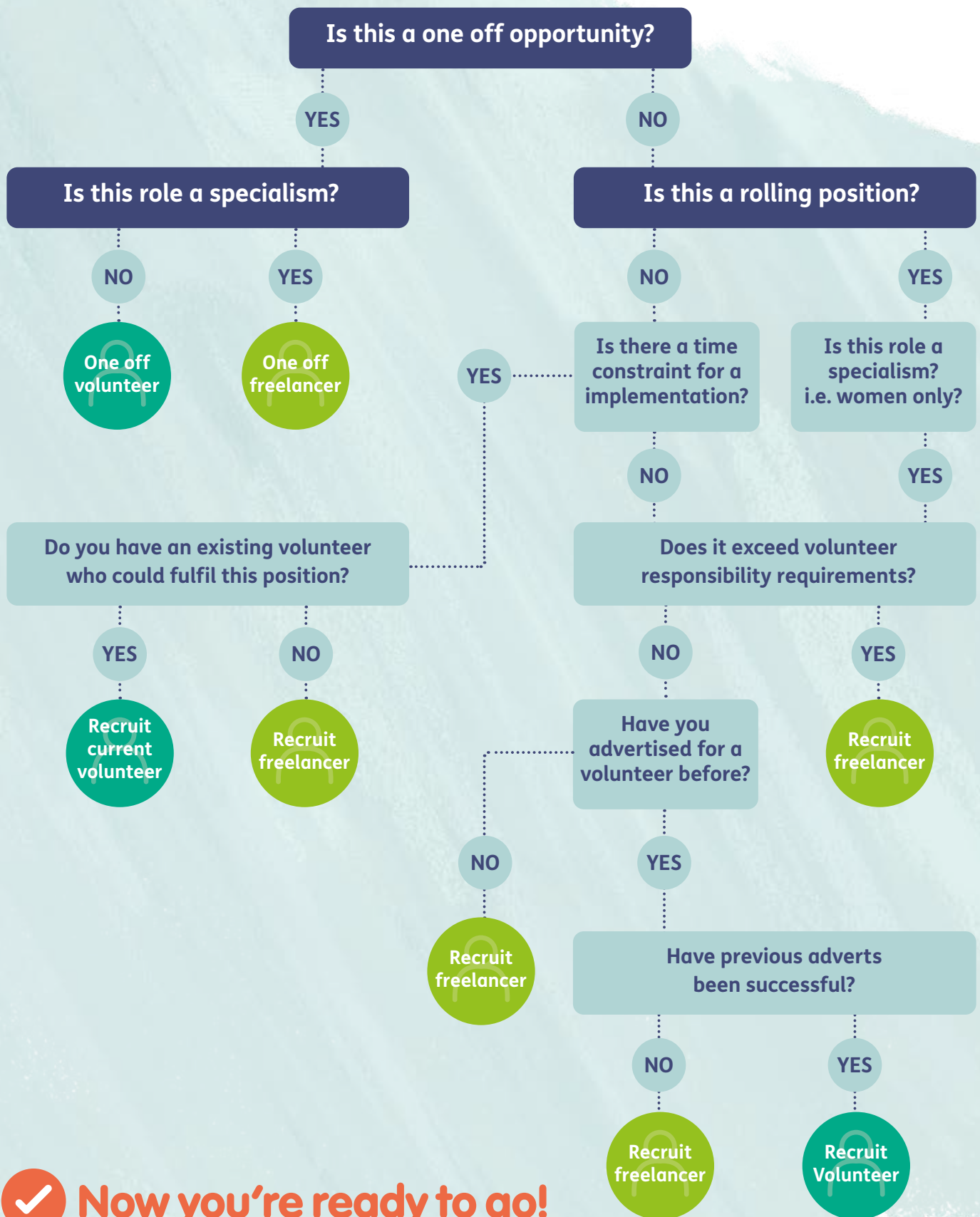
One participant he works closely with is Matthew who resides at one of our hostels in Islington. Louis and Matthew have built a great friendship and see each other once a week during the activities session.

Matthew has great engagement with the Sport Project as well as some of the other activities including the music programme, SoundHouse Project. Matthew feels comfortable with Louis, and this has been one of the reasons for Matthew's prolonged engagement with the Project.

Louis has played a key role in the Sport Project since he started. At this year's Sports Day, he was extremely helpful throughout the day; often being on hand to help participants and helped with the logistics of some of the events. His willingness to engage participants through physical activity is testament to his commitment to make a positive change.



Complete the flow chart below to find out if you need a volunteer or freelancer



 **Now you're ready to go!**

Lone Working

A key consideration for your recruitment journey

As a homeless charity we support a vast range of clients across London including those with multiple disadvantages which include those who are vulnerable, domestic abuse survivors, severe mental health, prison leavers and substance misuse issues. Therefore, we have to take into consideration lone working when hiring volunteers and freelancers.

All volunteers and freelancers will be accompanied in their first 2-6 sessions by a member of staff from the Sport Team, after this those who had previously agreed to lone work will continue on their own and those who can't lone work will continue with support from hostel staff each session. Due to the nature of our participants, lone working is situational and dependent on the service. For our partnership with a Women's Aid charity, as the participants are vulnerable and fleeing domestic violence the session requires a female lead and a personal approach, therefore our yoga volunteer Carmen, lone works to run these sessions. This is one of our most engaged sessions by women, as a safe and open space has been created by the volunteer.

For services where the need of participants is high and behaviour is more unpredictable, we do not permit lone working. For example, in a large male only complex needs hostel our female volunteer is not permitted to lone work and our male freelancer does not lone work with certain participants. For a one-off volunteer, we do not complete DBS checks and therefore lone working is not permitted. The safety of our volunteers and participants is of paramount importance so we limit any potential risks.

All volunteers and freelancers who lone work must read and sign the policy and procedures alongside undergoing a site specific lone working induction. You will need to assess your lone working decisions on a service-by-service approach.

When considering lone working there are constantly changing variables and you should regularly assess the suitability of the session and lone working. For example, our lone working policy involves freelancers and volunteers having a radio and CCTV in the room we are delivering the sessions in. If for some reason these are broken double cover will be required for that session.

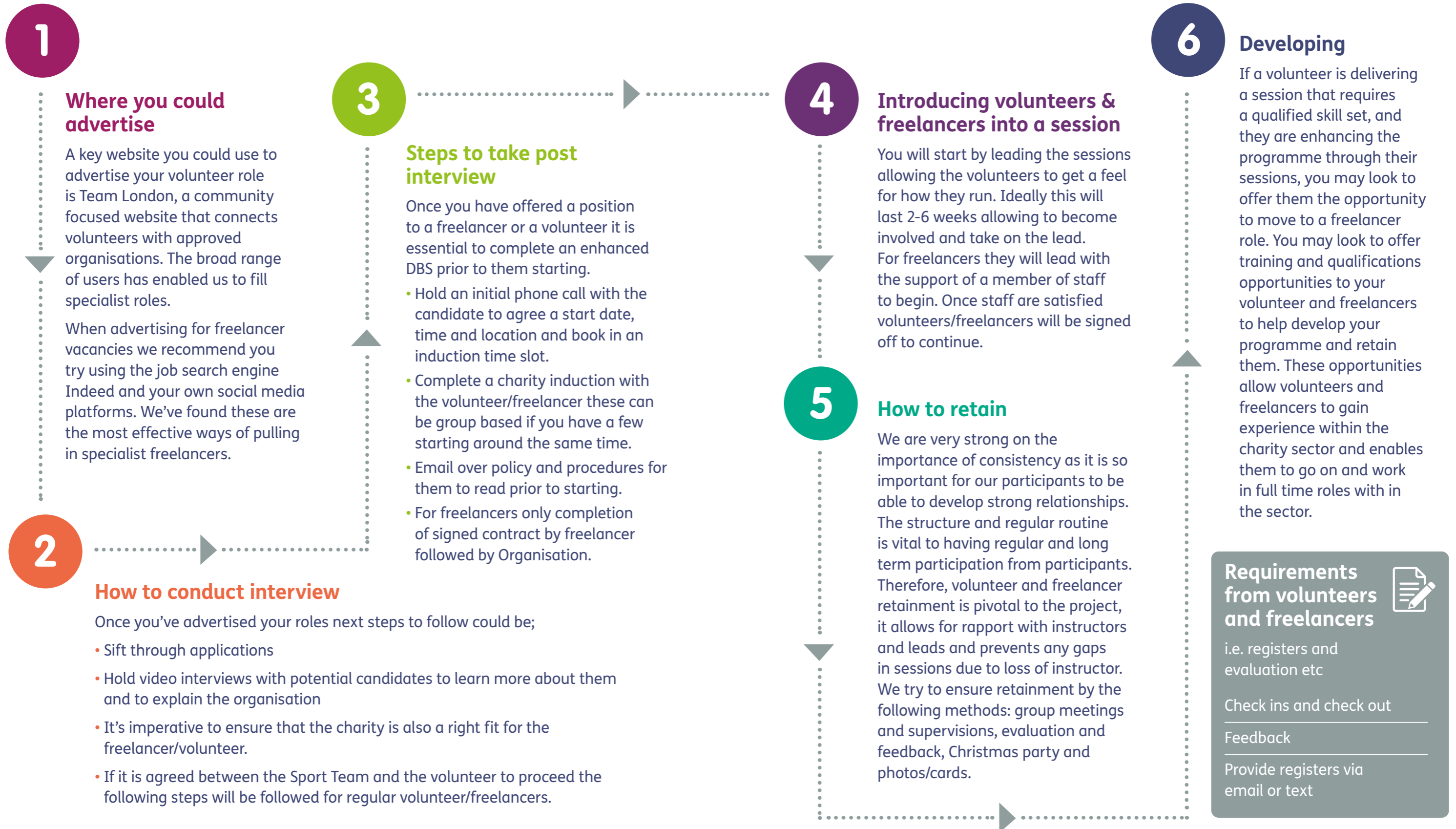
How to assess lone working suitability

Common risk factors	If mentioned in risk assessment
Disruptive behaviours	✓
High risk to themselves	✗
High substance use	✓
No single same sex working allowed	✗
Offending history	✓
Double cover stated	✗
More than 6 participants in a session	✗
Trips – if you have a 1:4 staff to participants ratio	✓

✓ Can lone work

✗ Cannot lone work

Your guide through the volunteer & freelancer journey



Interview details

We advertise for roles requiring qualified volunteers which enable us to select from skilled individuals. We have found the more specific you can be with your volunteer adverts, the higher quality of applications you receive. This will allow your programme to build a community of highly qualified volunteers.

We know that interviews can be daunting, and therefore The Sport Team aim to make the process as relaxed as possible. We run our interviews in an informal style and try to host them in a conversational manner. Due to the current climate, all interviews are conducted online via Zoom or Microsoft Teams. Moving forwards, we would like to revert to meeting in person as this was the process prior to the pandemic. To arrange a call, we converse with the prospective volunteers / freelancers through email to arrange a suitable time slot. We are flexible with dates and times as we try to be as inclusive as possible. We try to host volunteer and freelancer interviews with two members of the team to ensure two perspectives and opinions before offering a candidate the job.

Consultation phase

Gauging interest from participants is crucial in deciding what activities to run. Prior to the implementation phase, it is important to meet with participants to discuss their interests. This allows an understanding of the activities that may encourage consistent engagement and avoid activities participants would not be interested in. This is also a beneficial way of starting a session as it allows participants to feel valued in the creating of a new session. When participants feel they have some responsibility with a session, we have found they are more likely to remain involved for a longer period.

Following consultation with participants, it is then possible to effectively onboard a volunteer/freelancer with the skillset required to deliver the desired session.

Organising groups

Below is a written example of how the Sport Team organise groups that you can follow and implement.

The Sport Team initially support the volunteer/freelancer to practically set up and organise their session. This provides support and ensures the volunteer/freelancer can effectively deliver their session. As the volunteer/freelancer becomes more comfortable leading their session, the Sport Team begin to handover complete control of the session. This requires both volunteers and freelancers to manage all aspects of their session.

During the initial sessions when the Sport Team are assisting, roles are shared. For example, the volunteer will lead on the warmup and first exercise, then the Sport Team will lead on the second half of the session and the cool down. This provides an opportunity for the volunteer/freelancer to develop an understanding of what a session should look like. Collaborating in this way also allows the volunteer/freelancer to develop a relationship with participants while the Sport Team is there to help facilitate this.

Developing the sessions

Planning session progressions is key for participants' engagement and motivation. Volunteers and freelancers will implement a progression plan for participants. This could range from increasing the weight of an exercise each week in a gym session to more advanced martial arts techniques. Doing so allows participants to recognise the progress they are making. We have also found it beneficial to visually represent progress participants are making. For example, having a chart displayed on the wall of the gym showing the progress they have made in an exercise since getting involved in the programme. Below are examples of progressions you could implement.



Gym progressions

Increasing weight to bench press / dumbbell exercises



Improving upper body strength and endurance

Increased time spent on the rowing machine



Increased cardiovascular endurance, improving capabilities on cardio focused exercises

Progressing from seated stretches to standing stretches



Improved core strength whilst improving posture



Martial Arts progressions

Perfecting the techniques taught



Enables the participants to develop all round skills

Work on warm up stretches / exercises



Improved core strength whilst improving posture which are crucial for martial arts training

Session feedback

Session feedback is pivotal to providing consistently high-quality sessions. Liaising with volunteers and freelancers to obtain feedback after each session is important to both provide support to the volunteer/freelancer and to provide the best possible session for the participants. This also assists in creating innovative ideas to increase engagement in sessions. It is also important to receive session feedback from participants to ensure they are getting what they want from the session. This allows sessions to be tailored following feedback from both volunteers/freelancers and participants. By receiving feedback, we can plan future sessions to meet the needs of the group. For example, it is possible to move the time of a session or change the activity if that is the only way we can achieve consistent engagement.

Volunteer and freelancer story

Meet Carmen

Carmen is one of our newer volunteers and has taken to the participant group and session seamlessly. Carmen has taken on the role of yoga instructor at our Solace partnership. This is one of our newer sessions as we try and expand our outreach into women's services.

Working with vulnerable women, Carmen has seen great engagement with her session. Her kind nature and consideration towards the participants has allowed for a safe space and she is extremely accommodating to everyone. If some of the participants simply like to come and watch, she allows them to feel at ease and places no pressure on them. She makes time for all the participants and the continued engagement typifies how valued she is.



Working with vulnerable women, Carmen has seen great engagement with her session

Meet Karchun

Karchun's support and enthusiasm has helped maintain the session he runs. Karchun often works closely with participants leading with static and dynamic stretching as well as boxing pad work which enables the Sport Coordinators to divert their attention to other participants within the session.

As the numbers of participants at his service vary, having Karchun there has supported some 1-1 work occasionally and it has helped keep participants engaged for the majority of sessions. His resilience, patience and strong knowledge has led to some of the participants engaging regularly, leading to consistent physical exercise. As Karchun has volunteered with us for over two years, he has built some meaningful relationships with our participants so the sessions are often very social and the participants feel comfortable engaging in frequent conversation.



Karchun has built meaningful relationships with our participants

How volunteers can enhance your partnership network

Solace (voluntary)

This is one of our newer sessions as we try and expand our outreach into women's services. We are also planning to start a women's only swim session for Solace. This was also at their request as they had many women asking for these sessions. We have interviewed several volunteers with the plan of beginning the swim sessions in the summer.

The Zen Project (voluntary and freelancers)

A mobile meditation space running micro calming sessions out of a renovated American school bus. The Zen Project has been hired for different services and hostels across London. The owners of the bus, Corinne and Kaye, have built strong relationships with the participants and have seen good engagement whenever they have been hired. The bus is a very calming space and the participants have mentioned how relaxed they feel whilst on it. Due to the relationship that has been built with The Zen Project, they have occasionally volunteered their time for a day, meaning we can reach a couple of services in one day putting on a morning and afternoon session.

Corinne and Kaye's laid back nature and general calmness allows the participants to feel relaxed and comfortable whilst on the bus. Their willingness to engage participants accompanied with their passion for yoga and mindfulness has led to some really positive sessions.

Meet Jordan

The impact of volunteers & freelancers have had on The Sport Project

Insight from Jordan Bedford, Sport Coordinator for the Sport Project

Overall, the volunteers and freelancers I have worked with have been extremely enthusiastic and passionate to increase engagement with the participants. Having a wide range of volunteers and freelancers has supported our programme expansion. Incorporating specialist positions provide a wide range of activities, such as martial arts and fishing, creating an inclusive environment. Consistency of staff and volunteers is key to building relationships which creates the platform for participants to succeed in sport sessions.

Having volunteers and freelancers at sessions helps in numerous ways, but importantly it is an extremely good social tool, encouraging client socialisation and friendship. Engaging volunteers and freelancers provide specialist knowledge to the participants and an additional person to interact with during sessions. Volunteers and freelancers are an integral part of the Sport Project, and their involvement has allowed me to settle into my role.



Challenges and Solutions

Challenges



Application drop off

When using the advertising platforms 'Team London' and 'Indeed', we have recognised that we receive a higher concentration of applications immediately after the advert is put out, then shortly after applications stop coming through as they're less visible on the search pages.

Unrealistic session expectations

A programme like ours and possibly yours is likely to be running in a unique way due to the variety of target groups/ clients involved. This means that when applying for a role, volunteers will often have differing or no expectations on what a session will look like. If the session then doesn't match their expectations in areas such as group size, ability level of session space/ venue, it can reduce their motivation to be involved in the sessions, and they may become disheartened if they experience low engagement to begin with.

Session absence

The nature of having a large volunteer/ freelancer programme is that there may be regular occurrences of session leaders being unable to run the sessions with little notice, perhaps due to illness, childcare emergencies or traffic (especially with freelancers who will likely have other freelance roles with travel in between). This is likely to result in larger consequences if freelancers are absent, as they are more likely to be running sessions independently.

Solutions



Refresh adverts on platforms

You can overcome this by implementing a regular refreshing system of the Team London account. This will entail having consistent visits to your Team London account (perhaps monthly) and resubmitting adverts for positions you have not yet filled and are not receiving applications for any more.

Informative interview and induction

This can be minimised by ensuring some key points are emphasised in the interview process. This will include a clear outline of the client group they will be working with and potential challenges they may be facing, as well as an insight in to what existing sessions look like and how they looked at the start. Then further detail can be given in their induction to equip them.

Organised timetable with flexibility to cover

Within our core team, we do not have a time in the weekly timetable where everyone is running sessions. We have devised our timetable in this way to be prepared to cover sessions with urgency where needed.

Challenges



Maintaining sessions when volunteers and freelancers move on

Inevitably volunteers and freelancers will move on, and a challenge is to create a session that is sustainable and can seamlessly transition from one instructor to the next.

Solutions



Establish clear session leader replacement plan

A key solution for this is to keep a spreadsheet of all volunteers/freelancers that have expressed an interest in running sessions, with a clear outline of sessions they are equipped to run and areas they are able to work in. This way they can be contacted as soon as the previous volunteer has expressed their leaving date.

A solution for immediate departures would be to maintain a flexible timetable among your core team to be able to cover sessions when a volunteer/freelancer leaves.

Future plans

The plan for the future of our volunteer and freelancer programme is not characterised by radical changes and a constant refreshing of our initiatives, since we have a programme with proven efficacy, but instead building on and developing what we have learnt and what we know to have been effective.

We will endeavour to create a progression framework that has a larger focus on internal development of volunteers/freelancers as opposed to solely advertising externally. This can be done through upskilling service users and supporting them into training and employment opportunities, creating a powerful avenue to understanding the needs of participants.

This is something we have begun, and a prime example is one of our freelancer boxing coaches. He began his involvement with SHP as a client, where his participation in boxing sessions marked an important tool in his recovery and development. Due to the stability in his recovery, he became a peer mentor supporting others to make positive changes in their lives, of which part of his role involved supporting others with boxercise. Upskilling him was the clear progression from this point, so we enrolled him on a boxing coaching qualification. He has gone on to become our longest serving freelancer within the Sports Project, running boxing sessions at our two largest hostels in Westminster, as well as running outdoor 1-to-1 sessions for clients during the pandemic.

This experience has broadened our approach to recruiting volunteers, as it has showcased the importance of not just looking externally for volunteers, but also upskilling from within. We would strongly recommend that you look at opening up development pathways for the target groups you work with in order to create a more sustainable volunteer/freelancer programme.



Our Volunteer & Freelancer Team

Karchun (volunteer)

Karchun volunteers at one of our Camden services delivering a gym session once a week. Karchun often works closely with participants doing static and dynamic stretching and boxing pad work which enables the Sport Team to divert their attention to other participants within the session. As the numbers of participants at the service are typically quite low, having Karchun there has supported some 1-1 work occasionally and it has helped keep participants engaged for the majority of the sessions. He has volunteered in this role for over two years.

Ian (volunteer)

Ian is one of our bike mechanic instructors in Islington. The weekly session allows participants the opportunity to make alterations to their own individual bikes. Ian's strong knowledge of bicycle maintenance has allowed the session to progress from basic maintenance to intricate, more advanced changes. Equally, Ian passes on his knowledge to the participants allowing them to learn and enhance their independence with their own bikes.

Louis (volunteer)

Louis has played a key role in the sports programme since he started. Volunteering at an activities session in Islington, he plays table tennis and other indoor activities with the residents. Often having the same one or two participants, Louis has built a strong relationship with the participants, and this has led to consistent engagement. Louis is very good at interacting and socialising with the participants and is open to doing a range of activities to keep them interested.

Cerys (volunteer)

Cerys volunteers at one of our complex needs services in Westminster where we deliver a weekly activity session. Her willingness to get heavily involved in the sessions and her patience and understanding with the participants means that the sessions often run smoothly. Cerys has a good relationship with the participants, particularly the regulars. Having Cerys at the sessions has enabled the Sport Team to build good relationships with a few of the participants which has led to consistent engagement.



Carmen (volunteer)

Carmen is one of our newer volunteers and has taken to the participant group and session seamlessly. Carmen has taken on the role of yoga instructor at our Solace partnership. This is one of our newer sessions as we try and expand our outreach into women's services. Working with vulnerable women, Carmen has seen great engagement with her session and we are looking for a new venue to support the uptake. Her kind nature and consideration towards the participants has allowed for a safe space and she is extremely accommodating to everyone. If some of the participants simply like to come and watch, she allows them to feel at ease and places no pressure on them. She makes time for all of the participants and the continued engagement typifies how valued she is.

Jo (volunteer)

Jo has been a long-standing volunteer and has offered gym sessions and personal training throughout the pandemic. She has been able to develop great relationships with the participants throughout this time. Jo is a qualified personal trainer and gym instructor and therefore offers a skill set that we otherwise could not provide. Jo originally began volunteering in one of our hostels before Highbury Leisure Centre kindly offered one of their studios on a weekly basis. The new space has allowed an expansion of the session, meaning we have been able to offer the session to more services. It has also allowed Jo to expand her sessions and offer other activities, for example, cycling and weight-based sessions.

Nicky (freelancer)

Chair aerobics in Islington is a very popular session with our floating support service.

The session has been running at Mildmay Community Centre for over two years. It was originally facilitated by the Sport Team before Nikki began running the session. Nikki has developed a wonderful relationship with all the participants that attend the session. The participants speak so positively of Nikki, and they appreciate the social environment she creates as much as the activity they take part in. The participants have built such a strong bond since the session has started and they socialise with each other outside of the session. They refer to each other as a big 'family' and it is testament to the patience and commitment Nikki has shown with the session. Additionally, Nikki's consistency and high-level teaching allows the session to run without regular attendance of the Sport Team. This means the session is self-sufficient so the Sport Team can be utilised elsewhere.

Jonny (freelancer)

Another one of our newly formed sessions is martial arts in one of our Camden based services. Jonny has a very strong background in martial arts and has made a great impact on the session already. Typically at the session we have one dedicated participant, Ian. He thoroughly enjoys the session as it brings back positive memories he had when he used to be involved in medieval reenactment. Jonny's expertise is great for the session as there is a clear progression each week and he is very good at catering for Ian's lack of mobility. Jonny often shows how patient he can be if Ian struggles to grasp something instantly, repeating tasks as many times as necessary to achieve the desired outcome.



Summary

Our Sport Project has proven that by introducing regular physical activity and sport into the lives of those experiencing homelessness, we can dramatically improve the quality of life of participants.

We hope that this toolkit has shed light on the positive outcomes of the Sport Project and has offered insight into how you can introduce physical activity into your organisation, and those that you support.

We look forward to hearing from anyone who is interested in receiving additional support, guidance and/ or facilitation in introducing physical activity and sport into your offer.

Email:
sport@shp.org.uk

Website:
www.shp.org.uk/sportproject

Our future Sport Project - Physical Activity For All - Toolkits are as follows:

- How to combat isolation and encourage socialisation
- How to break barriers & bridge the gap between the homeless and physical activity sectors
- How to engage women in physical activity & sport
- How to engage Adults 24+ in physical activity and sport



Appendix

Volunteer and freelancer interview example

- Staff intros and roles within the charity
- Tell the volunteer/freelancer more about SHP as a whole and the Sport project



Q. Find out more about volunteer/freelancer

Where are they based? What do they do for work? Have they volunteered/ worked within this sector before.

Q. The Sport Programme runs Monday – Friday from 10am - 4pm, do you have availability during this time? Will your availability be long term?

Q. What experience do you have?

Think about sporting experience, coaching, and working with vulnerable people

Q. Why do you want to volunteer/freelance?

Explain more about participant group – mental health services, complex needs, young people, floating support, women’s services, and refugee services.

Q. Do you have experience working with people with complex needs or people who are homeless?

Q. To get the DBS process started, could you please confirm your date of birth, phone number and address.

Q. Do you have any questions?

Team London advert example

Team London advert example – bike mechanics instructor example:

What will I be doing?

- Volunteers will be leading a weekly 90-minute bike mechanics session in one of SHP's complex need accommodation services in the heart of Westminster.
- The sessions will aim to educate and teach participants the basics in how to repair and maintain a bicycle.
- Those who volunteer are encouraged to engage with participants and motivate them to participate as much or as little as they wish.

What impact will this have?

- You will be providing a fun, social and inclusive environment to a vulnerable participant group. Also creating a valuable platform for our participants to develop their confidence, self-esteem, and social relationships.
- Help to remove the main barriers of physical and social activity amongst vulnerable adults, whilst also improving the physical, mental, and social health of our participants.
- Build a positive social rapport with participants, offering support and an opportunity for them to engage, learn new skills and potentially lead sessions on their own.

When are you needed?

	M	T	W	T	F	S	S
Morning							
Afternoon							
Evening							

Available times for volunteering role

Commitment:

- The Sport Programme runs Monday-Friday from 10-4 so availability during this time is essential. We are looking for a volunteer bike mechanics instructor to teach and lead bike mechanic sessions in one of SHP's high support complex needs accommodation services in Westminster.
- Volunteers must be reliable and able to commit to a minimum of 6 weeks.

What else do I need to know?

- Consistency is key to the role to build up trust with the participant group. Therefore, we ask that volunteers are committed to their roles and see it as part of their weekly timetable.
- All volunteers need to adhere to government and SHP guidelines regarding Covid-19. This includes wiping of equipment with antibacterial gel/spray before and after use, maintaining social distancing at all times and adhering to restrictions on group numbers.
- Volunteers will also have regular 1-to-1 supervisions with a member of the Sport Team and group supervisions with the rest of the volunteers, to provide an opportunity to discuss ideas.
- Volunteers need to provide at least 2 weeks' notice if they are not available for a session, to give us enough time to sort out cover for the session.

Expenses

Travel expenses will be reimbursed with proof of purchase

Background checks

A DBS check is required

About the organisation

[Link to SHP website](#)

Training

All volunteers will undergo induction training where they will learn more about their role, the impact they'll have and the participant group they will be working with.

Location

245 Gray's Inn Road, LONDON, WC1X 8QY

Additional information

What skills will be useful:

- Interpersonal
- Advice and support
- Listening
- Mentoring
- Teaching
- Leadership
- Organising

What skills can I gain:

- Interpersonal
- Advice and support
- Coaching
- Listening
- Mentoring
- Teaching
- Leadership
- Organising

Opportunities Lone working procedure

- 1.0 All staff to be lone working must notify another member of staff who was previously agreed to act as a buddy by their manager
 - 1.1 Staff acting as a buddy must remain available by phone for the whole duration of the lone working
 - 1.2 The buddy worker must have access to the personal details of the lone working member of staff. This must include phone, email, address, next of kin and any relevant health information.
 - 1.3 The staff member acting as buddy must also have a list of client names that the lone working staff is working with.
 - 1.4 Any staff member supporting a lone working member of staff must remain accessible by phone during the period of time the member of staff is lone working.
 - 1.5 Lone working staff must inform their buddy when they start and when they finish.
 - 1.6 If there is a long period of time in between (and if possible given the activity), regular calls should be made to check the lone working staff is ok (ideally every hour and a half).
 - 1.7 If the lone worker doesn't call in, the buddy must call the lone worker
 - 1.8 The lone worker must ensure they can hear or feel the vibration of their phone at all times
 - 1.9 An agreed secret word (correctly purple folder) should be used by the team should they need to communicate that they are in danger secretly and request immediate assistance.
 - 1.10 If the buddy believes that the lone working member of staff is at risk they, must call the relevant authorities (i.e. 999) and inform the out of hour's manager afterwards.
- 2.0 Any accidents or incident must be recorded on the inform system and any relevant risk assessments updated to accommodate this new risk information
- 3.0 Opportunities staff must maintain a referral system or have adequate access to risk information to be able to assess risk of clients before they lone work with clients.
- 4.0 Staff should never lone work clients that they haven't risk assessed or been provided the relevant risk information about.
- 5.0 Staff lone working should carry an external first aid box if access to first aid equipment was limited.

Freelance contract example



SHP Head Office
245 Gray's Inn Road
London, WC1X 8QY
T 020 7520 8660
F 020 7837 7498
E info@shp.org.uk

www.shp.org.uk

Memorandum of understanding

Date:

Between: Single Homeless Project (SHP) and

Definitions: In this agreement the following words and expressions shall have the following meanings unless the context otherwise requires

Commencement Date:

Services:

Sessional production support and teaching

Termination Date:

Ongoing

Subject to one calendar month notice by either party.

Appointment

With effect from the commencement date, the provider is appointed as a self-employed contractor to the client for an unspecified period to carry out the services, such services are to be provided using reasonable skill and care.

Role of the freelancer

(INSERT SPECIFIC FREELANCER ROLE AND DUTIES)

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INVESTOR IN PEOPLE



Freelance contract example

Duties

During their appointment, the contractor agrees:

- To help provide a resource material list for the sessions to The Sports and Health team, advising what will need ordering ahead of sessions.
- To attend occasional planning and induction meetings arranged by The Sport and Health team.
- To keep an up to date register of clients for each session, and to keep this register on themselves during each session in case of a fire evacuation.
- To support clients who may attend a session as a new participant. Welcome them, add their full name to the register, and communicate new participants to The Sport and Health team following the session.
- To support SHP clients in participating in cycling activities during the sessions, providing a level of support, and planning for a variety of activities to suit all needs and abilities.
- To set up and pack away each session. Storing the equipment safely in the agreed storage space in the service.
- To work with SHP service staff to ensure a safe and welcoming environment is maintained during each session.
- To liaise with SHP service staff each session in the setting up and running of weekly sessions, including signing in and out on-site, letting staff know you have arrived for your session, asking staff to help get clients to attend the session i.e. knock arounds, and to inform staff of any incidents.
- To contribute to evaluation of the project through recording weekly registers, sharing registers with The Sports and Health team, and providing session feedback once a month.
- To help advocate for the project with internal staff to help promote positive staff buy in and involvement.
- To liaise with The Sport and Health team before making the decision to spend your own personal money on equipment with the intention of personal reimbursement from SHP. Due to budgetary impact this needs to be agreed prior to purchase.
- To adhere to SHP safeguarding policy and session risk assessments.
- To raise any concerns, worries, accidents or incidents with a member of The Sport and Health team.

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Terms of agreement:

To be available 10 minutes before the sessions start time for briefings with service staff, signing-in on-site and set-up. To send The Sport and Health team feedback once a month on the previous months sessions.

Delegation of work:

The Client shall not be obliged to provide any work and the provider will not be obliged to accept or perform any work offered, unless and until the Client has requested and the provider has agreed to perform such work.

If the provider is unable at any time to run a session, they must inform a member of The Sports and Health team as soon as possible.

Invoices

Invoices must include name, address, bank details, amount due, name and date of event, and either a statement acknowledging the Freelancer is responsible for paying their own tax and NI, or a UTR number. For the avoidance of doubt such fee is exclusive of VAT which shall be charged if applicable. Hand written invoices are not acceptable.

(The provider has confirmed that value added tax is not applicable) shall be payable to the provider for the provision of the services and such fee shall be payable within 14 days of receipt of an invoice being provided by the provider subsequent to the time that the services have been performed or provided.

The provider shall submit an invoice, as soon as reasonably possible after, the last day of each month detailing the services provided within that month and the fees due in respect thereof and where they are registered for value added tax shall show any value added tax separately on such invoices.

In the event that there are periods when no services are performed, the provider shall not be paid a retainer for these periods.

It is expected under this agreement that the provider will exercise a right to take up to 6 weeks break during any 52 week period. Fees will not be paid in regard to periods when services are not provided.

Fee - A fee of £20 per hour (hours to be agreed) which will include:

- planning,
- facilitating,

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- evaluation & recording

Expenses

Expenses will be reimbursed separately and must be authorised prior to incurring. The cycling coach shall be entitled to be reimbursed by SHP for all out-of-pocket expenses wholly, exclusively and properly incurred in the performance of the services subject to the cycling coach providing SHP with vouchers, receipts or other evidence of actual payment of such expenses and subject to the arrangement being specifically agreed in advance by SHP.

Additional travel: The cycling coach will not be reimbursed for travel costs from home to and from the place of work however travel during the course of work will be funded.

(The provider has confirmed that value added tax is not applicable) shall be payable to the provider for the provision of the services and such fee shall be payable within 14 days of receipt of an invoice being provided by the provider subsequent to the time that the Services have been performed or provided.

The cycling coach shall submit an invoice to SHP on, or as soon as reasonably possible after, the last day of each month detailing the Services provided within that month and the fees due in respect thereof and where they are registered for value added tax shall show any value added tax separately on such invoices.

In the event that there are periods when no services are performed, the provider shall not be paid a retainer for these periods.

It is expected under this agreement that the provider will exercise a right to take up to 6 weeks break during any 52 week period. Fees will not be paid in regard to periods when services are not provided.

provided.

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Confidentiality & Data Protection

The cycling coach hereby agrees that during the course of activity under this agreement they may obtain knowledge of confidential information with regard to the business and financial affairs of SHP and those of SHPs clients, customers and suppliers, details of which are not in the public domain ("Confidential Information"), and accordingly hereby undertakes to and covenants with SHP that:

- they shall not at any time after the Termination Date use or procure the use of the name of SHP in connection with their own or any other name in any way calculated to suggest that they continue to be connected with the business of SHP or in any way hold himself/herself out as having such connection;
- they shall not use the Confidential Information other than during the continuance of this contract and in connection with the provision of the Services; and
- they shall not at any time after the date of this contract (save as required by law) disclose or divulge to any person other than to officers or employees of SHP whose province it is to know the any Confidential Information and they shall use their best endeavours to prevent the publication or disclosure of any Confidential Information by any other person.
- to comply with all applicable data protection legislation, including but not limited to the Data Protection Act 1998 and any amendments thereto.

The restrictions set out above shall cease to apply to information or knowledge that comes into the public domain otherwise than by reason of the default of the cycling coach.

Termination and Variation

Either party shall have the right at any time to terminate or vary by agreement between them to vary this agreement by giving no less than 4 weeks' notice in writing to the other party.

In addition, the Client shall have the right to terminate this contract at any time by summary notice without any payment in lieu in the event of the cycling coach:

- being in material or persistent breach of any of the terms of this contract;
- having a bankruptcy order made against them or making any arrangement with their creditors or having an interim order made against them;
- being convicted of any criminal offence other than a minor driving offence under the Road Traffic Acts;
- persistently and wilfully neglecting or becoming incapable for any reason of efficiently performing the services, including a failure to remedy any fault in work produced within a reasonable period of time of being notified of that fault; or

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Freelance contract example

- doing any action manifestly prejudicial to the interests of SHP or which may, in the opinion of the Client, bring it into disrepute;

The cyclingcoach shall have no claim against SHP in respect of the termination of their appointment for any of the reasons specified above.

Tax liabilities
The parties to this agreement declare and confirm that it is the intention of the parties that the cyclingcoach shall have the status of a self-employed person and shall be responsible for all income tax liabilities and national insurance or similar contributions in respect of fees.

Accordingly the cycling coach hereby agrees to indemnify SHP in respect of any claims that may be made by the relevant authorities against SHP in respect of income tax and national insurance or similar contributions relating to the Contractor's services under this contract.

Warranties
The cycling coach warrants to SHP that:

- by entering into this agreement they will not be in breach of any obligations to or agreements with any third party;

No employment - nothing in this agreement shall render or be deemed to render the cyclingcoach an employee or agent of SHP and the cyclingcoach hereby agrees that they are a self-employed independent contractor and not an employee or agent of SHP. This agreement does not create any mutuality of obligation between the parties.


The cycling coach does not qualify for any company benefits from SHP.

Force majeure
If either party to this contract is prevented or delayed in the performance of any of their respective obligations under this contract by "force majeure", then such party shall be excused from performance for so long as such cause or delay shall continue.

For the purposes of this agreement, "force majeure" shall be deemed to be any cause affecting the performance of this agreement arising from or attributable to acts, events, omissions or accidents beyond the reasonable control of either party and shall include, but not be limited to:

- strikes, lockouts or other industrial action;
- civil commotion, riot, act of terrorism, war threat or preparation for war;
- fire, explosion, storm, flood, earthquake, subsidence, epidemic, bad weather or other natural physical disaster;
- impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; and
- Political interference with the normal operations.

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Entire agreement
This document contains the entire agreement and understanding of the parties relating to the subject matter of this agreement and extinguishes all and any previous agreements between the parties relating to the subject matter hereof.

Survival of causes of action
The termination of this contract occurring shall not affect the rights and liabilities of the parties already accrued at such time nor affect the continuance in force of such of its provisions as are expressed as or capable of having effect after such termination.

Waiver
The failure of any party to insist upon strict performance of any provision of this agreement or the failure of any party to exercise any right or remedy to which they are entitled hereunder shall not constitute a waiver thereof and shall not cause a diminution of the obligations under this agreement.

No waiver of any of the provisions of this agreement shall be effective unless it is expressly stated to be such and signed by all the parties to this agreement.

Severability
If any provision of this agreement is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions of this contract shall continue in full force and effect as if this agreement had been signed with the invalid, illegal or unenforceable provision eliminated.


Notices
Any notice to be given pursuant to the terms of this agreement shall be in writing and shall be delivered by hand or sent by post to the address of the addressee as set out in this contract or such other address (being in Great Britain) as the addressee may from time to time have notified for the purpose of this clause.

Law and jurisdiction this contract is governed by the laws of [England and Wales/Scotland/Northern Ireland] and the parties submit to the jurisdiction of the courts of [England and Wales/Scotland/Northern Ireland].

CyclingCoach
Signed:

SHP
Signed:

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Example Sports Register Spreadsheet

Example Register spreadsheet							
Service name							
Date	Session leader	Activity	Attendance	Register	Par-Q	Consent	Comments
18/03/2022	Sam	Chair Aerobics	6	Dave Smith, Jane Jones, James Owen, Sarah Johnson, Ruth Price	Y, Y, Y, Y, Y, Y	Y, Y, Y, Y, Y, Y	Great session today - however, James expressed that he was experiencing discomfort with his lower back, so he only partook in the seated leg exercises - he was advised to visit his GP.
25/03/2022	Sam	Chair Aerobics	5	Dave Smith, Jane Jones, James Owen, Ruth Price, Michael Brown	Y, Y, Y, Y, Y	Y, Y, Y, Y, Y	Dave showed great progress and asked to increase from 2kg weights to 3kg. James said that his GP has referred him to a chiropractor, but in the meantime is ok to do some light chair exercises.

Sport and Health Referral Form

Please return completed form to: sport@shp.org.uk

If you would like to discuss a referral with a member of the team, please call:

Client information		
First name _____	Surname _____	Title _____
Date of Birth _____	Ethnicity _____	Gender _____
Phone number _____		

Is the client aware of this referral?	
If no, can you outline why	
What service is the client currently receiving support from?	
What are the support needs of the client?	
What are the key risks associated with this client that we need to be aware of?	
Does the client have a history of offending?	
If yes, please outline the offending history	
Are there any reasons why your client may struggle to work in a group environment?	



Sports referral form

How do you hope the client will benefit from the sports project?	
Is there a current risk assessment on inform.	YES NO
Are there any medical issues that we need to be aware of?	
On occasion, we provide food at some of the sessions. Does your client have any special dietary requirements?	
When do you hope to close this client's case?	
Is the client signed up to Text Magic (SHP's free client texting service).	YES NO
Would you like the clients to be signed up to receive free texts about sport activities at SHP and other special events?	YES NO

Reason for referral and further information (continue on separate page if necessary):

Referrer details Name, job title, contact number and email address	
SHP Project name	
Date	

