



THE TWYFORD WATERWORKS TRUST

VOLUNTEER HANDBOOK

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INTRODUCTION

The Twyford Waterworks Trust (The Trust) is a registered charity set up to preserve and to manage the Edwardian buildings, machinery and grounds that comprised the original water processing station (the Waterworks). It is leased from the current owner, Southern Water, which still pumps 25 megalitres of water a day for local use from the original wells. The majority of the buildings and some of the land form part of a Scheduled Ancient Monument while other areas are recognised as a Site of Importance for Nature Conservation. The entirety represents an exceptionally important location for both industrial history and biodiversity necessitating extreme care to ensure its continued preservation. The operational aspect of the site also makes it imperative that no actions take place which could cause a detrimental impact to the supply of water.

The Trust is steered by a Board of Trustees which is made up of nine/ten elected volunteers (who serve for three years and may then stand for re-election) and board members nominated by related organisations and local authorities. A management team of volunteers acts as a link between the Board and the volunteers with respect to day to day issues and restoration planning.

All the management, planning, restoration, maintenance and visitor facilities are entirely run by volunteers, and the Trust does not employ any paid staff directly (although some project work is outsourced).

Volunteers are therefore at the heart of all the work carried out by the Trust, and absolutely crucial to the organisation, in turn giving the Waterworks its unique friendly atmosphere.

In 2018, the Waterworks Trust completed major improvements and developments funded by the Heritage Lottery Fund. These include: restoring one of the boilers to working order to operate the steam-driven pumping engine and machinery; improving visitor facilities and attractions; improving links with local organisations; improving volunteer workshop facilities, training and support.

In 2024 the Waterworks Trust gained eligibility from Arts Council England as a first step towards becoming an Accredited Museum, which is vital to achieve our long-standing aim to become a Museum of Water Supply.

There is a wide range of volunteer opportunities available, and it is possible to undertake more than one role, as many of our volunteers do, or just come along and help with whatever is on the go.

The Trust welcomes volunteers of all ages, background and ability, however, everyone under the age of 18 must be accompanied by a parent / guardian who will take full responsibility for their conduct, safety, wellbeing and safeguarding while on site.

This Handbook will provide all the information you will need about being a volunteer at the Trust. It includes contact details, organisation structure, information about training, what to do in different situations, and information on Health and Safety.

Thank you for volunteering with The Twyford Waterworks Trust, and we hope you enjoy your work as part of the team here.

If you have any queries not covered by this handbook, please contact a Trustee, or a member of the Management Team.

General Information

Induction and Training

All volunteers are required to agree to abide by the Trust's Health & Safety Procedures, and they must fill in, sign, and return the Volunteer Handbook Confirmation form attached to this document.

New volunteers will receive an induction which will include, mainly verbally:

- an overview and tour of the Waterworks and visitor facilities
- introduction to volunteering
- site procedures and security
- emergency contacts and first aid
- location of health and safety information
- use of protective equipment (if relevant)
- A copy of the current Volunteers' Handbook

There will also be an on-going programme of training, dependent on the work carried out and expected role development. All volunteers may ask for the opportunity to review their role, development and training needs. Specialist skills may require specific hands-on training, which will be developed over time by working alongside others, such as engineering and maintenance roles.

Working Hours

The main times for volunteering on the site are Sundays from 9am until 5pm or dusk, and Tuesday evenings from 6pm to 9pm. Visitor based volunteering, in the form of Open Days, is usually carried out on a Sunday, with additional preparation on Saturdays. Additionally Guided Tour Days are often on a weekday. There are some other times/days available on an ad-hoc basis. Everyone coming onto site is required to sign the Register on arrival (kept in the Mess Room) and indicate time of leaving: this is for fire, safety, security, and insurance-compliance reasons. There are also a number of administration roles that require mainly home-based hours.

We request that you notify us as soon as possible if you are unable to attend a volunteer session that you have committed to, especially those involving the guiding or management of visitors.

Data Protection

Volunteers are required to provide certain personal information consisting of: name and contact details; emergency contact details; skills and relevant experience; training undertaken and licenses held (optional); any health issue or disability which may affect your volunteer role (to be accessed only in an emergency affecting that person's H & S)

Personal details including email addresses are held by the Friends Secretary on behalf of the Trust and will be used for contacting Friends with news or other information directly related to their membership of the Trust. In addition, volunteers' contact details will be passed to Team Leaders where necessary and held by them purely for use in drawing up rotas or other team related correspondence. The Trust complies with all statutory requirements of the Data Protection Act 1998 (and any subsequent or amending legislation, including GDPR) to ensure the accuracy and confidentiality of such information.

Name Badges

All volunteers are required to wear a Trust Badge with their name on it, at all events when the public are on site.

Expenses

The Trust does not normally reimburse any personal expenses.

Expenditure on behalf of the Trust, with prior authorisation from the Trustees, will be reimbursed (a receipt will be required).

Insurance

The Trust carries the appropriate insurance (public liability, fire and accidents). Volunteers will be covered while on site, provided that they are carrying out their agreed roles, and have, on each visit, signed the book kept in the mess room.

Personal Items

Volunteers are responsible for the safety and security of all personal items. Storage of any personal items on site is discouraged and is at the owner's risk unless formerly agreed with the Trustees. Storage of personal items for display is only permitted with express permission from the Trustees in writing.

Trust Membership

All volunteers are encouraged to become Trust members (Friends of The Twyford Waterworks Trust). Benefits include receipt of our magazine "The Works", free admission to all events, plus invitation to Friends events.

Trust membership is currently £20 a year, £32 per couple, and £12 for any additional adult at the same address.

FACILITIES FOR VOLUNTEERS

Personal Protection Equipment (PPE)

The Trust provides necessary protective equipment, such as dust masks, gloves, ear protectors and safety glasses and hard hats. These are stored in the large cupboard in the mess room, and should be taken when required on a task-by-task basis. Reusable items should be returned on completion of the work. Some roles require volunteers to wear overalls.

The Trust does not provide (or pay for) protective footwear which must be provided by the volunteers wishing to work in engineering or heavy maintenance roles.

Mess Room & Toilets

A facility is provided for volunteers to use to take meal breaks and to make tea and coffee. Please treat it and other users with respect. Tea, coffee, sugar and milk are usually to hand and although no charge is made, contributions either in kind or monetary are welcomed. Please ensure that you take your turn to wash up and dry any dirty cups, plates or cutlery, and thus help to keep the mess room tidy for all.

A large notice board is provided to display information, mainly Health and Safety related. PPE is stored in a large cupboard and a first aid kit and eye bath kit are held in this room.

Ladies, Gents, and Disabled Toilets are provided. They are cleaned by a volunteer so please do not make their work any less palatable!

Workshop (and other working areas)

Please ensure that each tool and piece of equipment used is returned to its correct storage place so that others may find it easily when they, in turn, need to use it. Any breakages or malfunctions should be reported immediately to a Trustee. Volunteers should only use power tools or equipment for which they have received the relevant training or instruction and feel competent in their operation.

Efforts are made to keep the work areas clear and tidy for ease of communal use, volunteers are asked to respect this practice. The fire extinguishers must be accessible and Fire Escape doors and routes must be kept clear at all times. Use of the workshops, tools and machinery for personal work is not permitted unless, on each occasion, you have obtained prior permission from a Trustee.

TRUST PROCEDURES

HEALTH & SAFETY (also see page 10)

The Health and Safety of volunteers is of paramount importance to the Trust. **It is the duty of every volunteer to work in a safe manner so as not to risk injury to themselves or their colleagues. If you are asked to carry out work in a way that does not seem safe to you, or you do not feel confident in undertaking the task/activity, you should refuse, and advise other volunteers of your concerns.**

If you are leading a work group and there is no task specific risk assessment, you should consult and abide by the "Quick Reference Task Risk Assessment" checklist in Appendix One.

A series of documents which detail the Trust's policy and practice in regard to H&S are listed in Appendix Two of this document. These are in place for you to refer to when considering any work on the Twyford site. The current copy of each document can be found in the Volunteer Mess Room. The list gives the location.

Person In Charge (PIC)

Each day that the site is open to the public, there is a person responsible for all actions and activities. This person is referred to as the PIC. Notices in the mess room and tea room display the name of the PIC for the day. PIC duty is split between specific named individuals who are key holders and usually Trustees.

The PIC is responsible for the opening and closing of the site and the securing of the site. Any issues of concern should be made known to the PIC. Whenever the PIC is called off site, they must identify an acting PIC to cover events during their absence.

Dealing with the Public

It is important that the Trust conveys a positive public image, and as its representatives,

volunteers should perform all tasks professionally and courteously. Within reason, this means being smart, presentable, and appropriate in behaviour and language at all times when carrying out duties that involve any contact with the public.

Volunteers should be willing to answer general questions concerning the Trust, but if you are not able to answer a visitor's question or enquiry you should refer it to another volunteer or a Trustee. Alternatively, take a note of the query, together with the visitor details (name, address, email address, phone number) and pass this to the PIC or another Trustee for an appropriate response.

Photography

The Trust permits visitors to take photographs, video or audio recordings for personal use only, free of charge. Anyone taking photographs, video, audio or any other form of recording for commercial purposes is required to pay the Trust a fee for doing so. On Open Days photographers should be discouraged from using tripods and lights, and Volunteers should ensure that any visitors using such equipment do not interfere with the enjoyment of others, or obstruct escape routes, access to fire extinguishers, or the free movement of the visiting public.

The use of Drones is not permitted without previous consent from the Board of Trustees.

Confidentiality

Volunteers are requested to treat as confidential any unpublished information that relates to the Trust, its personnel, policies and practices.

Intellectual Property Rights

Any work by a volunteer that has been done at the behest of the Trust or has been substantially completed using the resources of the Trust is deemed to be the intellectual property of the Trust unless otherwise agreed by the Trustees in writing.

Care of Collections, Buildings and Grounds

The Trust has a duty to care for its collection and for the buildings, many of which are listed heritage assets. Volunteers must never put any Trust object, or any part of the buildings at risk, or alter them from the original/existing condition. Trust objects should not be moved within the site without specific prior authorisation from the Trustees.

With minimal exceptions the buildings and a proportion of the land occupied by the Waterworks form part of a Scheduled Ancient Monument which requires careful administration and is subject to specialist rules regarding maintenance and alteration. No work should be undertaken to the fabric of the buildings without prior consultation no matter how minor or trivial the action appears.

The five acres which form the grounds are recognised as a Site of Importance for Nature Conservation. This takes the form of unimproved chalk downland which is carefully managed to ensure the survival of the species that depend on rare locations such as this.

Gift of Items to the Trust

Volunteers must not accept gifts or loan of objects on behalf of the Trust without first obtaining authorisation from the Trustees.

Personal Gifts

Personal gifts should not be accepted from visitors. Gifts of money should be directed to one of the donation boxes around the site.

Representation

Volunteers must not act on behalf of, or represent, the Trust without prior approval from the Trustees.

Environmental Pollution Prevention

Every effort must be made to avoid pollution of the site by petrol, oil or chemicals. Waste oil and oily rags must be put into the containers provided. Any spillage must be confined using designated absorbents and reported to the Person in Charge (PIC) (i.e. the Keyholder on non public days) who will report any significant event to Southern Water and the Environment Agency. (Tel numbers displayed in tea room and mess room)

Remember that there are residents nearby and any noise should be controlled accordingly.

Keeping the site clear, clean and tidy

The Waterworks should be kept clean and tidy with areas accessible to the public maintained throughout the open season (April to October unless otherwise notified) in a state whereby they are ready to receive visitors at any time. Areas where ongoing maintenance work is taking place should be protected by suitable barriers.

Smoking Policy

Under the terms of our health and safety procedures, and national legislation, smoking or vaping is not permitted in any of the Trust buildings and is discouraged on the site as a whole.

Charging of Electric Cars

There is no facility for charging electric cars on the site, and the electricity supply must not be used for this.

ACCIDENT AND EMERGENCY PROCEDURES

Fire

Please refer to the Fire Emergency Plan, which is displayed in the mess room and tea room, and includes a list of Fire Wardens. If the emergency services are required to gain access to an internal emergency, they should be handed the "Emergency Services Information Pack" in its labelled red plastic wallet, either hung on the mess room notice board or outside the Kiosk (on open days).

Illness or Accident

The first step is to notify the qualified first aider on duty (displayed in the tea room and mess room and Kiosk on Open Days). If the person can be moved, they should be taken to a clean internal space for First Aid treatment. If this is not possible, first aid should be administered on the spot and an ambulance called. All accidents must be recorded in the Accident Record book, located in the H&S Filing Cabinet in the mess room. Anyone attending an accident should be prepared to write a short account of the incident and their actions.

Unattended Parcel or Bag

These should be approached with caution. If enquiries in the immediate area reveal that it does not belong to anyone on site, or if there is any suspicion about its contents, leave the object where it is, inform the PIC or another Trustee and follow their instructions. Volunteers may be required to help with the safe evacuation of all visitors.

Major Incident

In the event of a major incident, such as an accident involving several people, fire, flood or terrorist act, the volunteer should contact the PIC or a Trustee immediately. All volunteers should follow the instructions of those in charge and otherwise assist with the evacuation of the public from the scene. Volunteers should not give unauthorised information or comments to the media. Anyone involved in, or witnessing such an incident should be prepared to write a short account of the incident and their actions in connection with it.

SITE SECURITY

Key Holders

Key Holders' names, email addresses and phone numbers are listed in the Volunteer information folder in the H&S filing cabinet in the mess room. At least one Key holder must be in continuous attendance when the site is open. Key holder may change during the day, but this should be noted on the roster.

Gate Security

The main gate must remain locked at all times unless someone is stationed in close proximity such as at Open Days. During volunteer sessions the gate will be unlocked by a key holder on arrival with the Southern Water lock supplemented with a combination lock the number for which is issued to all active volunteers. This lock is removed at the end of a session to comply with Southern Water's security regulations. The designated key holder must ensure that all buildings are secure and keys returned to the key box at the end of the day, then ensure that all gates are locked when leaving.

Closed Areas

Part of the site is a working water pumping station, owned and run by Southern Water, and their operational area is not open to Trust members or their visitors. This is for the safety and security of the public. This area comprises the front section of the main building. This area will be securely locked unless Southern Water staff are in attendance. Any visitor who appears

to be about to enter such an area should be advised against doing so, and the reason given.

From time to time additional temporary restrictions to specified areas of access on the site may be required as necessitated by Southern Water operations such as tanker deliveries or emergency operation access.

Restricted Access

You should always keep in mind that you are dealing with old buildings which do not necessarily receive regular thorough maintenance.

The split responsibility for this between The Trust as tenant and Southern Water as the owner means that there can be long delays between the identification of an issue, and the corrective maintenance taking place.

Where safety is in doubt, limited access has to be imposed until liability is agreed and corrective work carried out. Please report any signs of failure that you may notice.

A typical example of this is the slate roof of the Water Softening Tank. This is supported by steel trusses built into the top of the tank on each side. The truss at the far end from the filter house has a broken tension bar, which means that the thrust from the rafter is being resisted by the brickwork of the tank wall. Because this is supported by the high ground level on the outside, it has not yet caused the truss to fail.

However, as a precaution it is considered unwise to permit uncontrolled access to this space. The high level external door is kept locked, and the entry from the filter house is kept closed but is not lockable.

This has been the case for nearly ten years, and further deterioration may have taken place.

The point of this example is that if you find your way is barred, you must question why before you go any further.

This is a fairly obvious case, but you should always seek a second opinion, from the chairman or vice chairman, before allowing yourself or others to take inappropriate risks.

HEALTH & SAFETY

All volunteers have a responsibility for the health and safety of themselves, their fellow workers and the general public. They should be familiar with the content of Appendices One and Two of this handbook and refer to Appendix One before starting a new job.

Volunteers must be familiar with the contents of the Trust's Health and Safety Policy document, a copy of which may be seen on the mess room and tea room notice boards. Volunteers should also be familiar with the Hazardous Area Plan and Fire Emergency Plan displayed. You should also regularly check the notice board for specific Health & Safety notices.

Induction training will be given to all new volunteers to cover general health and safety issues. They must be issued with a copy of this handbook. Specific training in the use of personal

protective equipment (gloves, eye protection, respiratory protection, safety helmets, etc) will be given as appropriate.

Volunteers undertaking engine driving, engineering work, building or other potentially hazardous work should equip themselves with steel capped safety boots or shoes, hard hats and suitable work clothing. Specific training is required before using machinery and other regulated activities.

Volunteers must NOT work alone below ground level or at a height where a fall might cause injury (e.g. up a ladder or on scaffolding). Please refer to the Lone Worker Policy displayed in the mess room.

All tools and items of equipment used must be returned to their proper storage place after use. All fixed machines should be left in a clean and tidy state and any faults reported to the PIC/Keyholder.

Volunteers using portable electrical equipment must first inspect equipment visually to check it is safe to use and has an up to date PAT test label. Any unsafe or untested item must not be used and should be reported to the Person in Charge. All new-to-site portable electrical equipment, either new or second hand, should be subjected to a PAT test before use.

Volunteers must not undertake any task with which they are unfamiliar or not properly trained. It is a legal requirement under the Health & Safety at Work Act that before a person may carry out certain tasks they must have been given specific training and in certain cases a written record of this must be kept. Examples are:

- working with a grinding wheel
- working with some woodworking machinery
- electrical work where the voltage is greater than 240V,
- erecting scaffolding
- working in confined spaces
- locomotive driving.

Check with the PIC/Keyholder before undertaking any of these tasks.

The Control of Substances Hazardous to Health (CoSHH) regulations are concerned with the storage and use of certain chemicals and hazardous substances. Volunteers must check with the PIC/Keyholder and obtain the necessary safety instructions before using such materials. This is a legal requirement. Volunteers who, with prior approval, acquire substances for use on site, must ensure that a copy of the CoSHH data is obtained from the supplier or downloaded from the internet, and filed in the appropriate place. A File of data sheets is held in the mess room for all regularly used substances.

As previously mentioned, the Trust welcomes volunteers of all ages, background and ability, however, everyone under the age of 18 must be accompanied by a parent / guardian who will take full responsibility for their conduct, wellbeing and safeguarding while on site.

Where working machinery or other hazardous activities are involved, there is a strict legal framework concerning 'young persons' (individuals under the age of 18) and 'children' (persons under the school leaving age).

Volunteers under the age of 16 must not use any workshop machinery, portable equipment

or be allowed to carry out any potentially dangerous activity. They must also be accompanied by their parent/guardian at all times.

ADMINISTRATION ISSUES

PROBLEM SOLVING AND COMPLAINTS

We hope your work with the Trust will be enjoyable, and that you will not experience any problems. However, if there is a problem or complaint, from or about a volunteer, this should be discussed within the group they are working with in the first instance. The Task Leader will discuss the issue with the parties concerned, and make every effort to resolve the situation informally.

If this does not resolve the problem, or the issue/complaint is serious, the Task Leader will refer the matter to one of the Trustees, who will investigate, and provide a formal response.

If a volunteer is unhappy with the outcome of any problem or complaint, they have a right to refer the matter to the Board who will look independently at the issue. The Board's decision will be final.

END OF SERVICE

When volunteers do decide to move on, the Trust would appreciate as much notice as possible to allow time to make alternative arrangements. A short exit interview may be offered to enable the Trust to learn what was enjoyable about the volunteering experience and what could be improved.

VISITOR ACCESS INFORMATION

The Twyford Waterworks site was neither designed nor built with visitor access in mind. However, modern museum and other regulations require us to make our site as accessible as practically possible for less able-bodied people. Accessibility issues remain under constant review.

TOILETS

An accessible toilet is provided

KIOSK

Wheelchair accessible

DIESEL HOUSE

Wheelchair accessible

BOILER HOUSE

Wheelchair accessible

TEA ROOM

Wheelchair accessible

ENGINE HOUSE

Accessible to wheelchair users from both ends, but through route has a raised section of flooring which may restrict unassisted users.

FILTER HOUSE

Only Accessible to wheelchair users by prior arrangement to provide assistance on the long steep access ramp.

WORKSHOP

Wheelchair accessible

LIME KILNS

Not currently accessible for wheelchair users

NATURE TRAIL

Not currently accessible for wheelchair users

CLOSED AREAS

Southern Water's operational water pumping station is not open to the public, or to members of the Trust.

CONTACT INFORMATION

Chairman

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Vice Chairman & Volunteer Co-ordinator

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