

Abbeyfield Good Practice Guides

Volunteering

(The Abbeyfield Society)

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VOLUNTEERING

Introduction: Volunteering for The Abbeyfield Society

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Introduction

This section of the guide is designed to help Abbeyfield societies to:

- examine volunteer roles and how volunteers can best be involved in Abbeyfield
- adopt a fair and clear recruitment programme
- identify the best person for the role
- enable volunteers to feel supported and valued in their work

It also provides model forms and policies to assist societies meet the requirements of the Abbeyfield Standard, Section 2, Volunteers.

Volunteers in Abbeyfield societies

Each society should be very clear why they want to involve volunteers in Abbeyfield, and they should formally adopt the Volunteering Policy (Appendix 1); this document answers many of the questions volunteers may wish to ask. Societies can download this Policy and also add a short description about the individual society, how the society came into existence, how it has developed over the years, the number of houses, the number of residents, the services offered etc.

Volunteering for Abbeyfield member societies falls into two quite distinct areas:

- The Executive Committee
- Volunteers (who are trustees), have to work with regulatory bodies and external funders, and ensure that legislation covering employment, equal opportunities, health and safety, hygiene and overall management are met by their society. The House Committee volunteers work to support residents in Abbeyfield homes doing a wide range of tasks. These volunteers are answerable to their Executive Committee.

Volunteer Motivation

People volunteer for a variety of reasons:

- to use existing skills or learn new ones
- to do something useful
- to spend spare time usefully

- to gain experience
- to have a chance to do something different.

For volunteers to benefit from their involvement with Abbeyfield, it is essential that this range of motivations is understood and borne in mind when making volunteer placements.

Volunteers expect to be treated as valued members of the Abbeyfield team. They rightly expect that they will be properly managed and supported, and offered access to training where this is appropriate.

Key Steps in Volunteer Recruitment

Executive Committees should identify one of their members as a contact person for all volunteers. This role can be called a Volunteer Co-ordinator or a Volunteer Liaison Officer. Volunteers should feel free to contact this person whenever they have questions about their work.

Volunteer recruitment should not be considered any differently from the recruitment of staff and it should be the first task of the House or Executive Committee to decide why it needs volunteers and which tasks they are expected to perform. In some cases this may not be possible, as a potential volunteer may be offering skills which were not available in the past. The Committee then needs to decide if or how these skills can best be put to use.

The Volunteer Recruitment Pack contained within this Guide contains a Skills Audit which is designed to help executive committees identify where there is a shortage of skills of trustees who sit on the Committee.

(a) Role outlines

A role outline helps the volunteer and the society to:

- have a clear understanding of what the volunteer is expected to do
- identify the best person for the work
- act as a tool to discuss the work to be done
- assess any needs for training and ongoing support

See the sample role outlines in Appendices 12 and 13

(b) Recruiting methods

Whenever recruiting volunteers, societies should be very clear what they want them to do, and provide them with relevant information including

the skills needed, the time commitment necessary, what induction will be given to do the work and any information which they may need to help them come to a decision.

Word of mouth is the most popular way of recruiting volunteers to Abbeyfield. This does ensure that the person is known and considered trustworthy, but it does not allow the wider community to be involved in Abbeyfield.

Further information to help recruit volunteers can be found in the Volunteer Recruitment Pack, the model policy for the recruitment, induction, training and ongoing support of volunteers and the flowchart for volunteer recruitment (Appendices 2 and 4).

(c) Application forms

All volunteers should be asked to complete an application form. The purpose of this is to:

- provide the society with their names, addresses, phone numbers and so on.
- request details of any relevant criminal record
- give the name and addresses of two referees who can vouch for their suitability.

See Appendix 5 : Volunteer Application Form.

(d) The interview

An informal interview for all potential volunteers is essential. This will assess their suitability to volunteer whilst matching their skills to the needs of the society. It should be a two-way process – the volunteers learning about the society, the work to be done and what is expected of them, and the interviewer finding out if the applicants are suitable. It may result in the discovery that a volunteer can bring new skills, so that new areas of work can be developed.

If the applicant has indicated that he or she has a criminal record, the interviewer must ask for details of the record and when the matter occurred. Please see Section (f) - Rehabilitation of Offenders Act 1974.

Care should be taken to treat all potential volunteers in the same way. It should always be borne in mind that Abbeyfield positively welcomes applications from volunteers who reflect the make-up of the local community. The person responsible for the recruitment of volunteers

should be aware of the Equal Opportunities and Diversity Policy of the society and not discriminate on grounds of age, gender, religion, sexual orientation, nationality, ethnic or national origin or disability and should ensure that any prejudices are recognised and overcome.

Each Abbeyfield society has a legal obligation to its volunteers and can be held to be legally liable for its actions. It is therefore essential to demonstrate that everyone has been treated equally and fairly.

(e) References

Applicants should be told that it is best to give the names and addresses of referees who know them well rather than someone with standing in the local community whom they rarely meet.

All references must be treated in strictest confidence.

When satisfactory references are returned and the interviewer is happy that no further checks need to be made, the volunteer should be told the outcome as quickly as possible.

Not all applicants may be suitable for the work in mind, for whatever reason, and it is then the task of the interviewer to inform them of this and direct them to a local Volunteer Bureau, Council for Voluntary Service or other local organisation if they wish to look for other voluntary work.

See Appendices 7 and 8: Model reference letter and model reference questionnaire.

(f) Rehabilitation of Offenders Act 1974

Abbeyfield societies require prospective volunteers to disclose all convictions, including 'spent' convictions, as work with older people is covered by the Rehabilitation of Offenders Act 1975 and ROA (Exceptions) Order 1975, and the 1986 amendments. The Act allows ex-offenders to consider criminal offences as 'spent' after periods of time which vary according to the nature of the offence and to individual circumstances. Following an offence-free period, the length of which will vary, ex-offenders are able to state that they have no criminal record, except in certain circumstances laid down in the Acts and Exemption Orders.

These Exemptions Orders state that if volunteering will involve the handling of money or access to certain groups of people, which include 'frail elderly people', then all previous convictions must be disclosed.

Seeking such information must not be seen as a way of excluding anyone with a criminal record from volunteering, but it is important that Abbeyfield is fully aware of a volunteer's circumstances. Abbeyfield is required to exercise a 'duty of care' by following the correct procedure as detailed above to safeguard residents.

(g) Criminal record checks

All volunteers must apply for a criminal record check, except in Northern Ireland. Forms are available from the Abbeyfield national office, which will administer the check for societies providing supported sheltered housing. Societies providing registered care will administer their own checks, countersigned by the Manager of the house. For up-to-date information please see *Focus* magazine or contact the national office.

England and Wales

Abbeyfield must work to a strict code of practice regarding the handling and storage of checks and a starter pack with full instructions and application forms can be supplied on request.

Scotland

Checks are administered by Volunteering Scotland. For full up-to-date information please contact the Abbeyfield Scotland office.

Northern Ireland

No provision for this service has been set up.

Checks on volunteers are free of charge.

(h) Volunteer agreement

A volunteer agreement sets out the responsibilities of the society towards the volunteer and the responsibilities of the volunteer to the society. This document is not intended to create a legal relationship between the society and the volunteer. It should normally include the following:

- an outline of the rights of the volunteer
- full details of expenses
- the time commitment required
- the type and level of support and who will provide it
- the protection of the society's insurance policy.

See Appendix 9: Volunteer Agreement.

(i) Record keeping

A checklist for volunteer recruitment should always be kept as this will ensure that dates and times of interviews are logged, references are applied for, criminal record checks are made, the volunteer agreement signed and a note is made of the emergency contact number for next of kin.

See Appendix 6: Volunteer Information Form for Recruitment and Record Keeping.

Managing Volunteers

(a) Induction

In order that volunteers feel part of the Abbeyfield society for which they are working, they should be given an induction session.

For guidance on initial induction please see Appendix 10 and also the model record of information distributed to volunteers, Appendix 11.

A full induction will be based on the *Volunteer's Handbook*, with all matters regarding induction being listed. A session with new volunteers allows the society to expand on the issues mentioned and also allows volunteers to ask questions. All induction sessions should be participative and informative.

All volunteers should receive their own copy of the *Volunteer's Handbook*.

(b) Support and supervision of volunteers

In order for societies to retain volunteers, and for volunteers to gain satisfaction and enjoyment from their work, they should feel that they are well supported. Support varies from volunteer to volunteer, even amongst those who are engaged on the same or similar tasks and, furthermore, will change as the volunteer's needs and motivation change in the course of volunteering for the society. Meeting with volunteers regularly will enable them to feel valued, and allow them to feed back any new ideas they may have.

A member of the Executive Committee should take lead responsibility for volunteers in all aspects of selection, support and supervision. This role can be called a Volunteer Co-coordinator or Volunteer Liaison Officer. The Co-coordinator should meet annually with each volunteer to review his or her work and show appreciation for the previous year's work.

Support is not simply defined but it can include:

- listening
- giving advice and information
- keeping volunteers up-to-date with any changes occurring in the house
- giving a helping hand to help relieve pressure
- talking regularly to volunteers to explore ways of solving problems and if necessary finding alternative ways of doing things

- introducing volunteers to one another and suggesting how they might support each other
- giving feedback on a volunteer's performance
- allowing a volunteer to talk – perhaps when a bereavement occurs in the house
- carrying out an annual review of the volunteer's work.

Volunteers must feel comfortable talking with the person who is chosen to support them and must also feel that they can contact or meet with him or her as needed on a regular basis. Support can be given in a group situation or individually, and by holding volunteer meetings when all volunteers come together for social events, workshops, training events and so on. Support can be given by another volunteer who is experienced in the work of the society and agrees to act as a mentor. It should be the role of the supporter to find out which person is best to act as mentor for each individual.

Prior to an annual review volunteers should be encouraged to complete the volunteer review questionnaire, Appendix 14.

To assist the society in the volunteer review process a copy of the volunteer review form should be completed; two copies should be taken, one for the volunteer's file and one for the volunteer to keep. See Appendix 15.

(c) Relationships with staff

It is essential that good relationships are maintained between volunteers and paid members of staff. A volunteer should know whom to approach if problems arise and should be given clear guidance about lines of authority. Problems will be minimised if volunteers clearly understand their responsibilities and their limits, as detailed in their role outlines, and understand the different roles of staff and other volunteers.

(d) Confidentiality

All personal information given to the society about volunteers will be held in strictest confidence. Basic information (such as address, telephone number and times available) needs to be accessible. All other information, including references, must be securely stored and made available only on a need-to-know basis.

(e) Volunteers' expenses

Expenses should be reimbursed to all volunteers for travel, postage, telephone calls and subsistence where meals are taken during the course of volunteering. It is essential that volunteers should not be out-of-pocket when volunteering for Abbeyfield. Societies which do not have a policy of reimbursing expenses cannot really claim to be offering equal opportunities to all volunteers; everyone should be encouraged to claim expenses even if they decide to donate them back to the society. Also, it is necessary to do this in order to build a true picture of operating costs for budgeting purposes.

Expenses incurred whilst attending conferences and meetings on behalf of Abbeyfield should be reimbursed and should form part of the budget of all Abbeyfield societies.

(f) Volunteers on unemployment benefits

Volunteers claiming Job Seeker's Allowance are not limited to a maximum number of hours. However, the individual must be actively seeking work and be available for work. Therefore, it is very unlikely that Benefits Agency staff will consider a claimant volunteering more-or-less full-time five days a week to be actively seeking work.

Volunteers claiming Incapacity Benefit are still being told that they can only volunteer for 16 hours a week when claiming the benefit. This is no longer the case and volunteers in receipt of this benefit can now volunteer as much as they want.

Volunteers in receipt of benefits are asked to inform their advisers if they take up voluntary work; it is good practice to let them know that this is the case but it is entirely up to the claimant whether they tell them or not. Abbeyfield has no duty to inform the Benefits Office who is volunteering.

(g) The law and volunteers

Acts relating to three major areas of employment legislation have implications for volunteers and staff:

Equal Opportunities

This means that volunteers have the right, when applying to volunteer for Abbeyfield, not to be discriminated against on the grounds of sex, race, ethnicity, nationality, religious belief, sexual orientation or age.

Health and Safety

This means that volunteers will work in safe conditions.

Rehabilitation of offenders

This means that for the protection of our residents, all volunteers are asked to declare any criminal convictions including 'spent' convictions.

Appendix 1 : Volunteering Policy

Characteristics

The Abbeyfield Society provides housing for older people, through a network of locally managed but interdependent societies. Every member society is an independent charity in its own right, run by an Executive Committee made up of local people.

Abbeyfield is non-profit-making and charitable. Houses are run entirely for the benefit of residents and older people in the community, supported by groups of local volunteers who are guided by the principles of the Abbeyfield movement as laid down by its founder, Richard Carr-Gomm.

Local volunteers are essential for ensuring that the needs of residents are being met and that the residents are involved in the local community and the local community is involved in the house.

What Volunteers Do

Volunteers undertake a range of roles including:

- Being a trustee of the society
- Befriending residents
- Arranging social events
- Fundraising
- Monitoring health and safety
- Managing house staff
- Selecting new residents
- Managing maintenance
- Managing budgets

Practices and Procedures in Managing Volunteers

The Abbeyfield Society has made available to local member societies policies and procedures to enable them to manage and support volunteers effectively; these policies are the performance indicators for the Abbeyfield Standard, which is the quality standard of the Abbeyfield Society.

Recruitment

Because of the vulnerability of Abbeyfield residents, great care has to be taken in the recruitment of staff and volunteers who work directly with residents. Anyone wishing to volunteer will be required to complete an application form, and references will be sought from two referees.

Because of the service we provide to older vulnerable people, we are required by regulatory bodies to ensure that everyone is vetted by the Criminal Records Bureau for England and Wales and Disclosure Scotland for societies in Scotland. Anyone applying to volunteer for Abbeyfield with a criminal record will not be automatically barred from volunteering; each application will be looked at carefully, taking into account the seriousness and relevance of the offence and the length of time since it was committed before reaching a decision.

Role Descriptions

Volunteer roles are based on identified need. Role descriptions are drawn up and volunteers will be able to discuss the role at their initial interview.

Supervision and Induction

Procedures will be discussed with each volunteer for the safe supervision of work with older people, together with an induction into the work of the organisation.

Training

Training and development is offered to volunteers, usually on an area / regional basis. As a volunteer-led organisation, the Abbeyfield Society tries to allow long-term volunteers to develop themselves and encourages them to move on into management or new areas of work should they wish to do so. Review meetings are held regularly to discuss the work and the future roles of volunteers in the member society.

Equal Opportunities

Everyone involved with the Abbeyfield Society has the right to be treated fairly. The society has a written Equal Opportunities Policy that describes how to protect the rights of residents, staff and volunteers.

Confidentiality

Because of the nature of our client group, confidentiality is of paramount importance. The Abbeyfield Society has a confidentiality policy and every volunteer receives a copy.

Health and safety

Volunteers need to know how the rules of health and safety apply to their individual voluntary work; information is given to all volunteers about the rules as part of their introduction to the work.

Expenses

Volunteers are encouraged to claim reimbursement for all out-of-pocket expenses incurred including travel and subsistence.

Insurance

Each individual member society has insurance protection to cover its volunteers. If volunteers transport residents in the course of their volunteering they should inform their motor insurance company.

Gifts and Donations

Occasionally, residents want to show appreciation by making a gift or donation to a volunteer or to Abbeyfield. Whilst wanting to respect the rights of residents, volunteers should be aware that receiving a gift may cause problems for family members and other residents.

If a resident wants to give a gift to a volunteer or make a donation, this should be discussed with your Volunteer Liaison Officer.

Handbook

Each volunteer will be given a *Volunteers' Handbook* which outlines more fully all of the issues referred to in this policy.

Other publications for Volunteers/Trustees of Abbeyfield member societies

There is a range of booklets entitled *Making Sense* which are regularly updated to ensure that volunteers are fully aware of their roles and for trustees to be aware of their legal responsibilities. The titles are:

- *The Chair*
- *The Treasurer*
- *The Secretary*
- *Executive Committee Member*
- *The House Committee*

The Abbeyfield.....Society

(Societies may wish to put a piece here about their own individual society and this could include mentioning the history of the society and how it started, how many places for residents, the staffing structure etc.

Appendix 2: Model Policy For The Recruitment, Induction, Training And Ongoing Support Of Volunteers

(To be amended according to the structure of the individual society)

The society values the contribution of all its volunteers. To ensure that volunteers are happy in their work and that they are suited to the role they undertake it is essential that they receive clear induction, training and support to enable them to fulfil their role.

1. A member of the society (who may not be a member of the executive committee) will act as Volunteer Liaison Officer and will have responsibility for ensuring that volunteers are recruited to undertake a specific role and are supplied with a role outline which defines what they are expected to do.
2. The Volunteer Liaison Officer will be responsible for ensuring that the recruitment process is carried out quickly and efficiently, providing an induction, overseeing the training needs of volunteers and providing ongoing support for the volunteer.
3. The Volunteer Liaison Officer will arrange to meet with volunteers individually and discuss their role on an annual basis. Prior to the meeting the volunteer should be asked to complete a volunteer questionnaire to enable the meeting to focus on the volunteer's future development and training needs.
4. After having met with all volunteers, the Volunteer Liaison Officer will carry out an annual review and report the findings to the Executive Committee. The report will take into account the future needs of the society and succession planning will be considered.

Appendix 3: Volunteering for Abbeyfield

(Volunteer Recruitment Flyer)

Abbeyfield is one of the largest volunteer-led providers of housing with care for older people in the UK and you can play a part in Abbeyfield's vital work.

One of our residents recently said:

“Our Abbeyfield home in this small town is very special ... The companionship is so good, and we all try to help each other. There is a real family feeling and atmosphere. The volunteers give a great deal of time to our comfort and welfare..... Long may it flourish!”

For a few hours every month there are many tasks you can do including:

- befriending residents
- organising social events
- fundraising
- being a trustee of a society
- being a member of a local House Committee
- assisting in selecting residents
- liaising with other agencies for the benefit of residents
- administering financial information.

This is an opportunity for you to do something different, to be part of a team and to improve the quality of life for Abbeyfield residents whilst supporting them to remain in their own community.

Abbeyfield has houses throughout the UK. If you would like to find out if there is one near you or you would like more information on how to volunteer for Abbeyfield please contact:

Mariette Smith
Volunteer Development Manager
Tel: 01727 734088
Email: m.smith@abbeyfield.com
Website: www.abbeyfield.com

Appendix 4:Volunteer Recruitment

1. Completed application form from an interested volunteer received by the society
2. Arrange for an interview to take place
3. Take up references
4. Supply a CRB application form and check ID of volunteer. Send to CRB
5. On receipt of disclosure and references refer to the chair of the society
6. Inform volunteer of decision of the society
7. If decision is not to appoint, inform volunteer of the reason
8. If decision is to appoint, arrange induction session for new volunteer
9. Ensure that newly appointed volunteer receives:
 - Volunteer Agreement
 - Volunteer Policy
 - Role Outline
 - Information on claiming expenses
 - Complete Volunteer Information Form and keep it on file.

Appendix 5: Volunteer Application Form

Title: Mr/Mrs/Miss/Ms

Name of Applicant:

Home Address:

Postcode: _____ **E-mail address:** _____

Home Telephone No: _____ **Office Telephone No:** _____

Personal Details

Emergency Contact:

Name: _____ **Telephone No:** _____

Do you have any health problems of which we should be aware?

YES /NO

If YES, please give brief details: _____

Do you have a criminal record?

YES/NO

(See following page for guidance)

If YES, you will be asked for details at your interview, this information will be held in the strictest confidence.

Please state briefly why working with Abbeyfield interests you:

—

—

—

—

Additional information:

Please list any special skills which you can bring to Abbeyfield which may be useful at a later date:

Please give the names and addresses of two people (not relatives) who will provide references. You should choose people because they know you well and not just because of their standing in the community:

1. Name:

Address:

Post Code:

2. Name:

Address:

Postcode:

I understand that acceptance as an Abbeyfield volunteer will be subject to an interview and satisfactory references.

Signed:.....Date:.....

Please note: As a provider of housing for vulnerable older people, we are required to take steps to protect those with whom we work; this comes within the scope of the Rehabilitation of Offenders Act (Exceptions) Order 1975. We will therefore seek to obtain an enhanced check from the Criminal Records Bureau (CRB). We do stress that the existence of such a criminal record will not automatically prevent you from volunteering with us.

We will provide you with an application for the CRB and on completion we will need to check your identity. There will be no charge for this check to be obtained.

Appendix 6: Volunteer Information Form for Recruitment and Record Keeping

(to be kept on file)

Name: _____
Address: _____ _____
Postcode: _____
Date of birth: _____
Tel no. (daytime) _____ (evening) _____
Mobile: _____
Date of interview: _____ Interviewed by: _____
Start Date: _____

Criminal Record Check:		
Initial check completed: _____	Level of check:	Enhanced/Standard
Result of Disclosure: _____		
Follow-up check: _____	Level of check:	Enhanced/Standard
Result of Disclosure: _____		
Follow-up check: _____	Level of check	Enhanced/Standard
Result of Disclosure: _____		

Personal Details

Emergency Contact Name & Telephone Number:

Name of Next of Kin:

Next of Kin's Telephone Number:

Next of Kin's Home Address:

Recruitment Information

References:

Date reference (1) applied for _____ Date
received _____

Date reference (2) applied for _____ Date
received _____

Decision to appoint:

Role _____
agreed _____ Date _____

Date Volunteer Agreement
signed _____

Additional information:

Please list any special skills which the volunteer can bring to Abbeyfield which may be useful at a later date.

Appendix 7: Volunteer Reference Letter

Confidential

The Abbeyfield _____ Society

Dear _____

Your name has been given to me by _____, who has applied to this organisation to be a volunteer. As you may be aware, we work with older people, some of whom are quite vulnerable. For their protection we have a policy of seeking two references for each new volunteer. I should therefore be grateful if you would kindly complete and return the enclosed questionnaire, which will be treated in the strictest confidence. I enclose a stamped addressed envelope for your convenience.

May I thank you in anticipation for your co-operation.

Yours sincerely

(Please put your signature and position
in the society here)

Encs.

Appendix 8: Reference Questionnaire

(to accompany reference letter)

Confidential

To: The Abbeyfield _____ Society

Name of Applicant: _____

Address: _____

_____ Postcode: _____

How long have you known the applicant? _____

In what capacity do you know him or
her? _____

Do you know of any reason why the applicant would not be suitable as a volunteer for

The Abbeyfield _____ Society? YES/NO

If YES, please give a brief
explanation: _____

—

—

Do you consider the applicant a suitable person to work with older people? YES/NO

Do you regard the applicant as trustworthy? YES/NO

Name: _____

Signature: _____

Date: _____

Appendix 9: Volunteer Agreement

The Abbeyfield _____ Society agrees:

- To provide you with adequate information, training and assistance so that you can meet the responsibilities of the agreed role.
- To ensure satisfactory supervisory support for you and feedback on your performance. A named person will meet with you regularly to discuss and review your work and keep you informed of any changes in the society which may affect your work.
- To pay out-of-pocket expenses on such items as travel, postage, telephone calls and subsistence where meals are taken during the course of volunteering, submitted with receipts where possible.
- To provide insurance cover under the society's insurance scheme in the event of personal injury arising from accidents occurring whilst volunteering and for damage arising from accidents.
- The Society has no intention of creating a legal relationship; this post is purely voluntary.

The volunteer agrees:

- To perform my volunteer duties to the best of my ability as detailed in my role outline (a copy of which I have). I agree not to perform any additional tasks without the prior agreement of the Society Chair.
- To work within the Society's aims and objectives.
- To abide by the policies of the Society as laid out in the *Volunteer's Handbook* and made available to me.
- To be reliable in my approach to my role. I will inform the Society immediately if I am running late or unable to work due to illness and inform them of holidays as quickly as possible.
- To give adequate written notice if I wish to cease acting as a volunteer
- To attend volunteer meetings and training sessions relating to my work

Signed: _____ Date: _____
Volunteer

Signed: _____ Date: _____
Representative of the society

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Appendix 10: Guidance for the initial induction of volunteers

The place of volunteering:

Explanation of the role of the volunteer in the house.

Name of the contact person if he or she is unable to volunteer due to holidays, illness etc.

Record of information distributed to volunteers.

An explanation of the structure of the Society, i.e. Executive Committee, House Committee and staff roles.

Information on who is the line manager of the House Manager/Housekeeper and his/her role in managing the house staff.

Information about the physical layout of the house, meal times, regular events etc.

What to do in case of a fire.

What to do in case of any emergency and accident.

About residents:

The name of each resident (emphasising that residents have chosen to be addressed in this way) and their room numbers.

Clear guidance on respecting residents at all times.

Information about entering residents' rooms and the protection of their privacy.

What to do if a resident falls.

Clear warning not to deal with residents' medication.

Appendix 11: Model record of information distributed to volunteers

Name: _____

House: _____

	Publication:	Date handed to volunteer and by whom	Signature confirming receipt of document(s)
1	Volunteer Agreement		
2	Role Outline		
3	Information form completed for emergency contact		
4	Volunteer Policy of Abbeyfield		
5	Volunteer's Handbook		
6	Expenses Policy and claim form		
7	Making Sense booklet (as appropriate)		
8	Conflict of Interest (Trustees only)		
9	Volunteers complaints procedure		
10	The Guiding Principles of The Abbeyfield Society		
	Code of Conduct		
11	Health and Safety guidelines		
12	Confidentiality Policy		
13	Equal Opportunities Policy		
14	Whistleblowing Policy		
15	Harassment Policy		
16	Vulnerable Adults Policy		
17	Nolan Report – Seven Principles of Public Life		
	Local information which may be of benefit to volunteers		

Appendix 12: Examples of role outlines for executive committee members

Chair

- Leads the Society
- Leads the Executive (chairs meetings)
- Ensures that the Executive works
- Develops the society's vision and plan
- Helps others contribute fully
- Checks that decisions are clear
- Ensures that there is a clear purpose to the meeting
- Defines and allocates responsibilities

Skills and guidelines

- Commitment to Abbeyfield
- Works well with others
- Communicates well
- Draws the best out of everyone
- Delegates to volunteers and staff

Secretary

- Takes the minutes of the committee
- Writes letters and deals with correspondence
- Advises the committee on rules
- Governing AGM & Committee/society (see Sylvia notes)
- Co-ordinates and encourages others to complete agreed actions
- Maintains adequate insurance cover
- Acts as company secretary
- Keeps statutory records

Skills and qualities

- Commitment to Abbeyfield
- Works well with others
- Communicates well
- Understands the society's work and priorities
- Has a good knowledge of the Memorandum and Articles of Association
- Understands business and committee procedures
- Has an interest in and understanding of the law and regulations that affect Abbeyfield.

Treasurer

- Responsible for the financial health of the society
- Prepares financial accounts, budgets and cashflow reports
- Manages the bank account and pays suppliers and staff
- Liaises with auditors
- Ensures that money and assets are used solely to pursue the objects of the Society as set out in the Memorandum and Articles of Association, and that tax is paid when due and collected in full; arranges the investment of surplus funds

Skills and guidelines

- Commitment to Abbeyfield
- Works well with others
- Communicates well
- Ability to make financial plans and budget
- Appropriate financial experience
- Negotiation skills

Vice Chair

- Minister without portfolio
- Can be asked to do particular things that officers do not have the time or skills to do
- Stands in for Chair
- Has overall responsibility for the Abbeyfield Standard being completed or maintained and put into practice.

Skills and qualities

- Commitment to Abbeyfield
- Works well with others
- Communicates well
- Draws out the best from everyone

Chair/Convener – House Committee

(for a full outline of this position please refer to role outlines for House Committee Members)

- Leads the House Committee (HC)
- Liaises between the HC and the Executive and makes a contribution to the Executive Committee
- Reports on residents' applications, vacancies, difficulties and departures
- Ensures that the Manual of Information is maintained and available
- Is responsible for maintenance, DIY and health and safety
- Is responsible for the successful recruitment and settlement of new residents
- Is responsible for the management of staff

Skills and qualities

- Commitment to Abbeyfield
- Works well with others
- Communicates well
- Delegates to House Committee volunteers and staff
- Draws out the best from everyone
- Has empathy with residents and employees

Volunteer Liaison Officer

- Ensures that volunteers succession planning takes place
- Recruits volunteers to specific roles
- Ensures that all volunteers are supplied with a role outline
- Ensures that the recruitment process is carried out in line with society policy
- Arranges for volunteers to have clear induction into their roles
- Meets with all volunteers on an annual basis to review their work
- Ensure that volunteers are supported in their work
- Reports all findings to the Executive Committee

Skills and qualities

- Commitment to Abbeyfield
- Works well with others
- Communicates well
- Draws out the best from everyone
- Has empathy with volunteers

Public Relations and Marketing Officer

- Establishes links with the community
- Is aware of literature available from the UK Society
- Maintains the profile of Abbeyfield
- Arranges for the provision of appropriate literature
- Ensures that articles are placed in the local press
- Arranges and co-ordinates talks within the local community (e.g. WI, Round Table).

Skills and qualities

- Commitment to Abbeyfield
- Works well with others
- Communicates well

Quality Standards Officer

- Leads a small team to write, collate, review and update the Abbeyfield Standard

Skills and qualities

- Commitment to Abbeyfield
- Works well with others
- Communicates well

Other posts which may be considered

Housing Officer

- Guides the society on housing legislation and liaison with statutory housing bodies
- Prioritise building works to society premises

Social Health Officer

Guides the society on health issues for residents

Volunteering Officer

- Ensures that all volunteers and trustees are supported in their work and meets with them regularly

Appendix 13: Examples of role outlines for house committee members

Depending on the tasks which have been delegated to it, some or all of the following jobs may be appropriate to a House Committee

House Chair/Convener

(The person who is directly responsible to the Society's Executive Committee, which ratifies the appointment).

- Leads and chairs the House Committee and convenes regular meetings
- Ensures that the House Committee works well
- Ensures that the residents are happy and well looked after
- Develops the House Committee's vision and plans
- Helps members contribute fully
- Checks that decisions are clear
- Ensures that the purpose of each meeting is clear
- Is line manager for the Housekeeper/House Manager. If this is undertaken by another member of the House Committee, ensures close liaison with this person.
- Responsible for the day-to-day running of the house
- Responsible for the successful recruitment and settlement of new residents
- Arranges cover for the Housekeeper/House Manager in cases of absence such as sickness, holidays and staff training.
- Ensures that clear records are maintained and policies and procedures are adhered to, and that the Good Practice Guides are updated and available.
- Promotes the house in the local community

House Treasurer

- Controls the day-to-day house budget and staff expenditures
- Liaises with residents about welfare benefits or arranges a consultation for residents with an adviser from the CAB.
- Ensures that staff are paid correctly
- Attends to PAYE and P60s
- Promotes the house in the local community
- Pays volunteers' expenses

(Many of the above tasks may be carried out by a paid administrator)

House Committee Secretary

- Takes the minutes of House Committee meetings and distributes them appropriately
- Agrees the agenda with the House Committee Chair/Convener
- Issues contracts of employment and passes these to the Executive Committee Secretary
- Promotes the house in the local community

Applications Secretary

- Controls all applications from potential residents
- Maintains the waiting list
- Retains records of individual applications and enquiries
- Arranges for the acceptance or refusal of applications
- Promotes the house in the local community

Maintenance and Health and Safety Officer

Works with the Housekeeper/House Manager in all matters concerning health and safety including:

- records of menus
 - kitchen cleanliness
 - rotation of stocks
 - house security
 - accident book
 - testing fire alarms/lights and monitors
 - testing fire extinguishers and smoke detectors
 - maintaining the first aid box
 - maintaining correct water temperatures
 - carrying out risk analysis
-
- Provides warning notices
 - Organises house wiring and electrical appliance checks

The following roles may be carried out by volunteers who may not necessarily be members of the House Committee or Executive Committee.

House Visitors

- Become friends to all residents
- Regularly visit the house
- Deal with comments, problems or queries
- Ensure, when appropriate, that issues are passed on to the relevant member of House Committee
- Arrange hospital visits

Transport

- Transport residents to medical appointments, shopping etc.

Librarian

- Liaises with the local library over the borrowing and return of books for residents
- Ensures that books are collected from or delivered to the library
- Establishes a book borrowing system for residents

Birthday/Anniversary Secretary

- Ensures that a birthday card is sent to each resident and member of staff
- Purchase presents at Christmas, birthdays and other appropriate anniversaries.

Activities/Events Organiser

- Organises weekly/monthly activities
- Organises parties, celebrations and outings when appropriate

Flowers Organiser

- Organises a rota of volunteers to supply and arrange flowers or plants for communal areas.

Gardener

- Keeps an eye on the garden. Liaises with the paid gardener, if there is one, to ensure that the garden is kept in good order.

Appendix 14: Volunteer Review Questionnaire

We would be grateful if you could take the time to fill out this questionnaire. It should only take 10-15 minutes and your answers will help us to provide a framework for discussion when you meet withonto discuss your volunteering role.

1. Background to volunteering:

How long have you been a volunteer for Abbeyfield?

What is your main role as volunteer?

What do you enjoy most about volunteering?

What do you enjoy least about volunteering?.....

2. How can we improve your volunteering experience?

Is there any way we could improve the support we give you?

Would you be interested in any further training? Yes [] No []

If 'Yes', in what areas or subjects would you like to receive training?

Do you feel that you are kept up-to-date with all the events and changes that occur:

- At your house? Yes [] No []
- Across the country? Yes [] No []

If 'No', how do you think we could improve?

Would you like to get together with other volunteers from other Abbeyfield houses? Yes [] No []

If 'Yes', how often? Bi-monthly [] Quarterly [] Half-yearly [] Annually []

3. Any other comments:

We value our volunteers and would welcome ideas of how we could improve the way we show our appreciation. If there are any other comments you would like to make we would be most grateful:

.....
...

.....
...

.....
...

.....
....

.....
....

Signed:.....Date:.....
.....

Appendix 15: Volunteer Review Form

VOLUNTEER REVIEW FORM

Name:

Role:
.....

Date of meeting:
.....

1. What has been positive about your involvement over the last 12 months?

2. What have been the key issues/achievements in your role over the last 12 months?

3. What are the key challenges of the next year and how can you contribute to meeting them?

4. What changes or developments might help to support your contribution over the next year?

5. Are there any areas in which you would like to develop your skills to increase your contribution to the society?

6. Outline of training and development planned/agreed.

7. Summary of planned contribution over the next 12 months.

8. Any additional issues?

Signed:.....

Date:.....

For Abbeyfield UK

Signed:.....

Date:.....

Volunteer

Appendix 16: Volunteer's Handbook

Welcome to Abbeyfield

Thank you for giving your valuable time to join us in our work with older people.

This handbook contains important information which will help to support you as an Abbeyfield volunteer. We want your time with us to be a rewarding and enjoyable experience because we really value your help.

The handbook will be a useful reference tool later on. Keep it in a handy place – you will need to bring it to your volunteer induction training.

If you have any suggestions on how we can improve Abbeyfield's work, do not hesitate to let us know. Also, if you have any questions about your particular volunteer role, ask your Executive Committee for help.

What is Abbeyfield?

Abbeyfield is non-profit-making and charitable. It has been set up to run entirely for the benefit of residents and older people in their local community. Local volunteers are essential to the organisation, ensuring that the needs and interests of residents are being met.

In 2003 The Abbeyfield Society set up Abbeyfield UK to manage housing, care and support for older people directly within the Abbeyfield movement. Abbeyfield UK is growing rapidly and existing member societies will decide whether to continue to be locally managed or whether they will join Abbeyfield UK and be centrally managed.

Making you feel part of the organisation

Abbeyfield will do this by:

- arranging for you to meet with other volunteers and workers regularly
- providing opportunities for you to influence our work with residents
- treating you equally and without discrimination
- treating you with respect and consideration at all times

Giving you support and training

Abbeyfield keeps a central register of volunteers in order to keep them informed; the information gathered is stored in line with Data Protection regulations. Abbeyfield will support you by:

- explaining clearly what you are expected to do
- offering advice and information on how to do your work
- ensuring that there is someone to talk to and report to about your work
- letting you know that your contribution is valued

Fulfilling legal and other requirements

Abbeyfield has no intention of creating a legal relationship but will:

- provide you with proper insurance in your voluntary work
- offer you out-of-pocket expenses (e.g. mileage allowance, bus fares)
- provide you with a safe and healthy place of work
- consult you about change and ask for your point of view

The offer of your time, skills and enthusiasm will make a very big difference to the lives of older people who live in Abbeyfield houses.

How Abbeyfield began

The Abbeyfield movement was founded in 1956 by Richard Carr-Gomm after he resigned his commission from the Coldstream Guards. He moved to Bermondsey and became a home help. From his work he found that older people in the area were very lonely and preferred to stay in their own homes rather than go into an institution.

In the houses, all tenants had a room of their own, for which they paid rent, and which they furnished and looked after as best they could. If tenants were able to cook their own meals they did so. When they needed help the Housekeeper gave it. The Housekeeper cooked meals for those who could not do it for themselves and saw that the tenants were not left lonely.

The Guiding Principles emphasise that:

- older people have an important role to play amongst their families and friends and in their community
- overcoming loneliness and insecurity can make all the difference to a person's wellbeing and quality of life

- local people have an essential part to play in helping older people in their community

The Abbeyfield Mission Statement

The Abbeyfield mission is to help an increasing number of older people to have a high quality of independent living provided through a range of services, including support, housing or care, with local community involvement.

What is an Abbeyfield supported sheltered house?

Most Abbeyfield houses accommodate between eight and twelve residents in a relaxed and homely setting. A Housekeeper or House Manager and catering and domestic staff are employed, and the main meals of the day are provided. Abbeyfield residents have their own rooms, which they furnish themselves; they share a dining and sitting room and other facilities such as the garden and laundry.

People live longer than they used to and can be very frail; the average age of an Abbeyfield resident in a sheltered house is 85 and rising. Under community care legislation the emphasis is now on helping residents to stay in their Abbeyfield home for as long as possible. Special adaptations, personal aids and visiting care services are part of Abbeyfield's housing and care to help frailer residents.

Abbeyfield residents are encouraged to lead independent lives, coming and going as they please.

What is an Abbeyfield care home?

Abbeyfield care homes usually accommodate an average of 20 to 25 residents. They are managed on a day-to-day basis by a manager who ensures the smooth running of the house. As in supported sheltered accommodation, residents all have their own rooms which they furnish themselves, sharing dining and sitting rooms and other facilities. In addition trained staff provide 24-hour care for residents, including their personal care, washing and bathing; all of their meals are cooked for them and their laundry is attended to.

Residents who require public funding are assessed by social services or social work departments.

Where does funding come from?

New homes and improvements are financed by grants and loans from national government, private lenders and above all Abbeyfield's many well-wishers and benefactors.

To whom is Abbeyfield accountable?

A society is either registered as a Company Limited by Guarantee or as an Industrial & Provident Society. All Abbeyfield societies are either registered or exempt charities and many are also registered as housing associations. Member societies are required to provide information and will be subject to regular monitoring and inspection.

Abbeyfield is also accountable to its residents for the services it provides. As a Registered Social Landlord (RSL) Abbeyfield must make sure that services are shaped around customers' needs, must seek the views of residents and must consult if considering changes to the arrangements for providing housing management and maintenance services to their home. Residents must be allowed to take part in decision making

The Abbeyfield Society aims to:

- seek out and respond to the needs of older people for housing and non-institutional care in their chosen community
- ensure that charges can be afforded by all and offer good value for money
- offer each resident a better quality of life, responding to their individual needs and tailoring services to meet their choices wherever possible
- follow best practice in housing management and care
- provide accommodation and facilities of a high standard, upgrading older properties where necessary and where possible
- provide a range of housing which supports residents when they need to buy in care so that they can stay with Abbeyfield in their community as their care needs increase
- share the experience of Abbeyfield and work with local authorities and other voluntary and statutory authorities to improve the lives of older people in the community

Quality in Abbeyfield

Abbeyfield is committed to supporting a personally chosen and individually valued quality of life for older people living in its houses.

This is achieved by putting the voice and the views of residents at the centre of our commitment to quality and standards. We underpin this by working to ensure that houses meet their legal and regulatory requirements. This is supported through advice and assessment by Abbeyfield volunteers and staff from outside of the house.

The Abbeyfield network

In order to allow local Abbeyfield societies to take part in deciding national policy, the movement across England is divided into eight regions and each society is invited to attend area meetings and vote for a representative to serve on the Regional Council. Each Regional Chair is a trustee of the Abbeyfield Society and serves on the Executive Council which runs the Abbeyfield Society.

Most Abbeyfield volunteers work locally for an individual society and they may also be involved in work in their region by virtue of:

- attending area/regional meetings
- being elected on to a regional committee

Local Services Manager

Every region has a number of Local Services Managers who are employees of Abbeyfield and they work together with the Abbeyfield national office in St Albans to offer advice and support to local societies.

Your local Abbeyfield Team

(Please see Appendix 1 of this handbook)

The role of the Executive Committee

An Abbeyfield Executive Committee is legally responsible for an Abbeyfield society. It consists of a group of around eight to ten local volunteers including a Chair, Honorary Treasurer and Honorary Secretary. The members of the Executive Committee are charity trustees and must ensure that the society uses all its resources for the benefit of the older people it was set up to service and meet its legal liabilities. Some members are co-opted for their skills.

It is the role of the Executive Committee to:

- give the society purpose

- ensure that the society keeps to the law
- ensure that the society's finances are sound
- ensure that staff and volunteers work to best effect
- make the society accountable to others
- manage the House Committee effectively

The Executive Committee is responsible for everything that goes on in its society. The buck stops with the Executive Committee! The committee sets and reviews the purpose and direction of the society. It is responsible for ensuring that the society responds to the needs of its residents now and in the future. The committee makes overall policy and plans, and it monitors progress toward them. It fosters the Abbeyfield spirit, ethos and values, and keeps them alive. It makes sure that the society's work and all its resources are managed to good effect.

The role of the House Committee

In most Abbeyfield societies, the Executive Committee delegates some or all of the responsibilities for the day-to-day running of the house to a House Committee. In addition, the House Committee provides companionship and support to the residents. The role of the House Committee is to make sure that the residents' needs are properly met. It has two functions:

- to act on behalf of the Executive Committee
- to bring active volunteers into direct contact with residents

Membership of both committees carries a general 'duty of care' to residents. This entails providing a professional service to residents to a standard which any other provider of social care would be expected to meet. The House Committee is also obliged to observe health and safety requirements and work within the policies of the society.

The House Committee members are selected and appointed by the Executive Committee. The size of the House Committee depends on many factors which are often particular to each society. If the committee becomes too large, it will be difficult to co-ordinate the work being undertaken; on the other hand, if the committee is too small, members may not have the time or range of skills to carry out the necessary tasks.

Other Abbeyfield volunteers

Abbeyfield societies believe in involving local people in the life of the house and there are Abbeyfield volunteers who may not necessarily be

members of a committee but choose to work directly with residents, befriending them and visiting the house regularly. These volunteers are often called Friends and are recruited and managed by the House Committee and play a very important part in the life of residents; the time they give is greatly appreciated.

The role of the House Manager

In both the Abbeyfield supported sheltered houses and the care homes the House Manager is the key figure to the success and happiness of the house and a front-line representative of Abbeyfield in the local community. Staff are accountable to the local society executive committee.

The house must be a homely, companionable place, centred on residents' needs. Residents should feel safe, confident that they are receiving care and respect and able to be themselves, and should be encouraged to lead a full and independent life.

All Abbeyfield members of staff have job descriptions setting out their duties. Jobs vary from house to house and different people take a lead on different tasks. Every House Manager will bring an individual approach to the job and, provided they keep to the framework set out by the society, their initiative and personal approach should be welcomed. House Managers can provide vital input to future plans and policies.

Residents First

Helping residents lead full and independent lives

Residents often move into Abbeyfield houses because they want to overcome loneliness and insecurity and to remain near friends and family in their own community. They also want a better quality of life than they would have if they remained in their own homes.

Helping residents to enjoy a full life and a sense of independence is very important.

Loss of privacy is a common concern when people move into shared housing. All volunteers and staff should endeavour to:

- find out how each resident likes to be addressed and respect his or her wishes
- ask residents their views on how things are done, and listen to what they say.

- never enter a resident's room uninvited or unannounced; always knock first and wait for an answer.
- respect the privacy of a resident's life, including their meetings with family and friends.
- treat residents as you would wish to be treated

Consulting and involving residents

The Abbeyfield Residents' Charter is in line with the requirements of the Housing Corporation and it tells residents of Housing Associations (or RSLs) what service they should expect from their landlord and what the society must do to comply with the Housing Corporation's regulatory code. It tells residents of their rights, covering topics such as consultation and involvement, the information they may expect to receive, and making a complaint.

Confidentiality

In supporting residents, staff and volunteers may have access to medical, emotional and financial information which is confidential. Although it is recognised that access to such information is essential in order to provide a high quality of individual service, those who have access to it are in a position of trust which must be respected at all times. Staff and volunteers must never gossip or discuss one resident with another. Any breach of confidentiality will undermine that trust and be treated as a serious matter.

Confidential information should be shared only on a 'need to know' basis. Personal information collected for one purpose should never be used for another purpose or passed to other parties for another purpose. However it will be necessary for you to pass certain 'sensitive' information to the Housekeeper/House Manager. Any information deemed confidential will be kept secure by an appropriate person.

New residents

Abbeyfield aims to select an applicant who is in greatest need of the housing and support the house can offer. Loneliness is an important consideration. Many houses arrange a 'trial period' before the resident takes up permanent occupancy.

Many residents qualify for help towards their fees and charges through Supporting People, making Abbeyfield affordable to all. Your Local Services Manager can usually give help and advice but sometimes

residents choose to sort these matters out themselves with advice from a Citizens' Advice Bureau or their local DSS Benefits Office.

Personal care

Some residents in supported sheltered houses need help with their personal care. This includes help to move around, dress, wash, have a bath, go to the toilet or go to bed. However, many residents cope well with the help of visiting care assistants, special aids and a supportive House Manager.

Getting the best from your volunteering

As an Abbeyfield volunteer you are a valued worker for the organisation. You will be in a position of trust, perhaps sharing responsibility for the care of people who can be very vulnerable. You can expect to be treated fairly and, in return, to meet certain obligations set out by The Abbeyfield Society which will include:

- performing your volunteer duties to the best of your ability (these may be set out in a role outline) and agreeing not to perform any additional tasks without the prior agreement of the Society Chair or your Volunteer Co-coordinator.
- working within the organisation's aims and objectives
- because you will be working with frail older people, the Executive Committee and/or the local Supporting People team may decide that it will be necessary to carry out a Criminal Record Check.
- maintaining confidentiality. Information about anyone you work with is confidential; never pass on personal information without the permission of the person involved.
- abiding by the health and safety policy
- being reliable in your approach to your voluntary work. Informing the society immediately if you are unable to meet a commitment, and informing those concerned about times when you will not be available, e.g. holidays.
- giving adequate notice if you wish to leave
- attending meetings and training sessions relating to your work

In fulfilling its obligation to you, The Abbeyfield Society will:

- provide adequate information and assistance to enable you to carry out your tasks properly.
- ensure that you have satisfactory supervisory support and give you feedback on your performance.
- pay you out-of-pocket expenses on such items as travel, postage, telephone calls and subsistence where meals are taken during the course of volunteering.
- provide appropriate insurance cover for you under the Society's insurance scheme.

From time to time you will be invited to attend regional or training events. Please try to attend as you will find information gained from these events will help you in your volunteering.

Some people choose to volunteer for one task or a limited role. Needless to say, Abbeyfield welcomes all offers of help!

Equal Opportunities Policy

You and everyone else involved with Abbeyfield has the right to be treated fairly. The Abbeyfield Society has a written Equal Opportunities Policy that describes how to protect the rights of residents, staff and volunteers.

Abbeyfield values the individual contributions of people and aims to recruit volunteers who reflect the diverse community at large irrespective of sex, sexual orientation, age, marital status, disability, race, colour, beliefs, ethnic or national origin or medical status.

Health and safety

We have to make sure that your working conditions are safe. Every Abbeyfield house has a formal Health and Safety Policy. There are strict laws about health and safety which mean that you have to take care of yourself and the people you work with. You need to know how the rules apply to your work so that you are sure that you know what to do in any situation. We will give you information about health and safety rules as part of the induction to the work.

First Aid

You need to know what to do if first aid is needed. At your place of voluntary work there will be a person who will know what to do in case

of an emergency and who will take charge of the situation – e.g. call an ambulance if serious injury or illness occurs. Make sure you know who this person is and what action you need to take if they are not there. Make sure you ask if you are unsure

Reporting an accident

If you or someone in your care has an accident, whatever it is, you must report it and it should be noted in the accident book even if no action needs to be taken at the time.

Make sure you know what to do and whom to tell. If there are any other problems like faulty equipment or working conditions that could be unsafe, you must also report these, no matter how small or insignificant the problem appears to be. Your action could prevent an accident to others.

Fire

You will see that there are notices in all Abbeyfield houses which tell you what to do in case of a fire. Please read and remember them. If you discover a fire, raise the alarm immediately. Sometimes there will be a practice fire drill. Never ignore the fire alarm.

Expenses

All Abbeyfield volunteers are entitled to claim out-of-pocket expenses incurred when carrying out their volunteering under guidelines issued by your society. If you are not sure how to claim your expenses, or what is covered, please ask a committee member. Do not be put off if other people choose not to claim. Your help is invaluable and we do not want you to be out of pocket because of the work you do for Abbeyfield.

Insurance

The Abbeyfield Society has insurance protection to cover its volunteers in the course of their volunteering role. If you need more information about the level of insurance cover for you, please ask your society.

If you transport residents in the course of your volunteering you should inform your motor insurance company.

Gifts and Donations

Occasionally, a resident you help may want to show appreciation by making a gift or donation to you or to Abbeyfield. Whilst wanting to

respect the rights of residents, you should be aware that receiving a gift may cause problems for family members and other residents.

We have strict rules about what to do in such cases. If you are approached by someone wanting to give you a gift or make a donation, you should discuss this matter with your Society's Treasurer.

Feedback

As well as being pleased to hear about the good things, we also need to know if things are going wrong. This way we can make sure that we maintain our high standards of service. Sometimes it is necessary to complain. If you have a complaint or concern, you need to find out whom to talk to so that it can be solved as soon as possible. A member of the Executive Committee can help you with this.

How to keep up with Abbeyfield news

- *The Abbeyfielder (a half-yearly magazine)*
- The Abbeyfield website: www.abbeyfield.com

GOOD LUCK WITH YOUR VOLUNTEERING!

(Appendix 1) – What do Abbeyfield Societies look like?

Executive Committee

Made up of volunteers and people co-opted for their skills and experience. The members of the Executive Committee are Abbeyfield's charity trustees. They are ultimately responsible, under law, for the society and its services.

House Committee

Made up of volunteers. Manages and supervises the House Manager and volunteers in the house. Ensures effective health and safety. Ensures that the residents' needs are met.

House Manager

Ensures that the house is clean and tidy. Provides meals. Liaises with the committee to ensure residents' wellbeing.

Volunteers

Visit and befriend residents. Do specific jobs in the society.

House staff

Cleaners/Domestic staff

Administrator

Some houses either employ an Administrator or group together to share the cost of employing one.

Appendix 17: Volunteers' Expenses

Expenses are paid to all volunteers who may be out-of-pocket due to their volunteering work with AbbeyfieldSociety.

Travel

Expenses are paid for travel undertaken to and from the volunteer's home and also for travel undertaken in the course of volunteering.

Approved mileage allowance

Cars Up to 10,000 miles per annum	40p per mile (regardless of engine size) Dropping to 25p per miles for each additional mile over 10,000
Motorcycles	24p per mile
Bicycles	20p per mile

If claiming for using your car in the course of your volunteering you should complete the Car Mileage Claim Form (Private Cars).

Public Transport

If travel is undertaken by public transport, claims should be made for second class travel. All claims must be made on the society's Expense Claim Form.

Subsistence

It may be necessary, during the course of your volunteering, to eat away from home. Volunteers are encouraged to claim for meals.

Postage, Telephone Calls and other Expenses

Expenses will be paid for postage, telephone costs and faxes incurred when volunteering.

Payment of Expenses

To claim expenses all volunteers must complete an Expense Claim Form. Receipts for VAT purposes should be attached to the claims form(s). Volunteers should submit claim forms regularly.

Appendix 18: Harassment

Where any allegations of harassment (staff against staff) are brought to the attention of Abbeyfield, the Abbeyfield Harassment Policy will be followed in resolving such situations.

Recently there have been allegations from staff of harassment by volunteers. Since the staff policy is inappropriate in dealing with such instances, it is considered that volunteers be asked to agree to the protocol below.

In cases where volunteers allege harassment by staff, the Staff Harassment Policy will be followed.

1. Objective

To ensure an environment where all individuals are treated equally, fairly and with dignity by colleagues, managers, peers, and volunteers so that they are able to make the most effective contribution to the Abbeyfield movement.

2. Scope

This protocol applies to everyone working with or providing services to the Abbeyfield movement, in a voluntary capacity, including:

- Working on Abbeyfield premises
- Attending an Abbeyfield or other work-related event at any location

Action or behaviour that is unwelcome, unreasonable or offensive to the recipient and affects people's dignity at work is not acceptable and will not be tolerated. Such behaviour, where shown to have taken place, will be investigated and where there is evidence to substantiate such behaviour, appropriate action will be taken.

Wherever possible, Abbeyfield will endeavour to maintain confidentiality in respect of all concerns raised.

It should be noted that harassment may also be a criminal offence under the Protection from Harassment Act 1997.

This protocol is not concerned with residents' complaints, which will be handled under the Complaints Procedure.

This protocol complements the range of employment policies applicable to paid staff.

3. Definition of Harassment

General Definition:

Harassment is any demeaning action, comment or form of offensive behaviour based on individual circumstances such as race, sex, age, beliefs or disability, or any other personal circumstances. It may be directed at individuals or groups, and can take many forms including victimisation, bullying, loud remarks, verbal abuse, the display of offensive material, demands for sexual favours, physical contact, assault and exclusion from social and work groups. The harassment may involve individuals at any level in Abbeyfield or arise in relationships with suppliers or customers to the organisation. An individual incident can amount to harassment if sufficiently serious.

Any incident of harassment will be considered to be a serious offence. Harassment which has sexual and/or racial overtones, or which is based on a person's disability, may also constitute sex, race or disability discrimination contrary to the relevant legislation.

4. Responsibilities

Abbeyfield has a duty to maintain a relationship of trust and confidence with employees and volunteers and consequently has a responsibility to investigate allegations of harassment.

It is the responsibility of everyone associated with Abbeyfield to promote good practices to ensure that people are treated in a fair and equitable manner and especially to:

- take appropriate action to deal quickly with any harassment that is observed or suspected
- help in dealing with any complaints highlighted
- seek the advice of the Chief Executive or Chairman in taking corrective action, when appropriate

Volunteers should understand Abbeyfield's position on harassment, take personal responsibility for dignified relationships and appreciate the standards of behaviour expected. In summary, volunteers should:

- not engage in offensive behaviour

- draw any unwelcome or unacceptable behaviour to the attention of the offender
- report the behaviour if it persists or if the individual feels uncomfortable talking to the offender
- offer support to colleagues who feel they are experiencing/have experienced such behaviour

5. Procedure for dealing with allegations of harassment

Where it has not been possible to resolve the issue informally, the alleged harassment continues, or the complaint is very serious, then this should be brought to the attention of the Chief Executive. The Chairman will instigate the appropriate procedure to investigate the allegation.

6. Potential outcomes following the investigation and subsequent meetings

Outcomes following the investigation would include one or more of the following:

- The complaint was unfounded and no further action will be taken
- The complaint did not constitute harassment or bullying, but training and/or counselling may be required for any of the parties concerned.
- Evidence of harassment or bullying is found. Abbeyfield may instigate action against the alleged harasser
- The complaint was unfounded and was not made in good faith, i.e. a malicious complaint. Action may be instigated against the person raising the allegations

7. Retention of documents

Records of alleged harassment and bullying will be kept and used in accordance with the Abbeyfield's obligation under the Data Protection Act 1998 including the obligation to ensure that personal data is accurate and, where necessary, kept up to date. Any facts/information used during a meeting must be agreed for use by the originator. Individuals must be aware that every document relating to alleged harassment and bullying, including emails, may have to be disclosed to a court of law.

[End of document]

