



Carer Support
Wiltshire

Volunteering

at Carer Support Wiltshire



VOLUNTEER
**HAND
BOOK**



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Welcome to Carer Support Wiltshire (CSW). Thank you for offering your time, skills and experience to help support unpaid carers in Wiltshire.

We help carers to access support, services, education and training, and breaks from their caring role. Our aim is to create carer friendly communities where carers are recognised, valued and supported.

Our staff and volunteers offer a range of services and support to carers, including formal assessments of adult carer needs and reviews on behalf of Wiltshire Council. We work with Youth Action Wiltshire to provide support for young carers. Our Community Connector team is based in the community, helping to identify carers and signpost them to local resources. Carers cafes, dotted around the county, are run by volunteers, many with experience as a carer.

We can't provide carers with the support that they need without your help. And so, as our service grows and expands to help more carers from all ages and backgrounds, your volunteering offer has never been more welcome.

Thank you for choosing Carer Support Wiltshire and I hope you find the following guide useful and informative.

Judy Walker,
Chief Executive.



Volunteering is good for you. It can boost your confidence, give you a sense of achievement and, according to recent research, has numerous health benefits. It's also a great way to gain experience if you want to get back into the work place after a break.

Many of our volunteers want to give something back; whether they are a current or past carer, want to get involved in their community or simply want to contribute and make a difference. Volunteers are any age, from different backgrounds and have varying skills; all are valued.

Your time, experience and regular commitment to the unpaid carers of Wiltshire will have a significant impact on reducing isolation, developing communities and carer connections. We work towards a future where:

- Carers have better health and well-being;
- Carers can make choices about their caring role and access the right support and services for the person they care for;
- Carers' needs, their voices and the contribution they make to society are recognised and valued.

We look forward to welcoming you to our volunteering team and encouraging you to gain benefit from us and us from you, a partnership of supporting each other.

Who cares?

A carer is anyone who cares, unpaid, for a family member or friend who cannot manage without their support. They might look after someone with a physical disability, long term health condition, mental health issue or a problem with substance misuse.

Illness, disability, old age; there are many reasons why three in five of us will look after a loved one and become carers at some point in our lives. Becoming a carer can affect personal finances, social life, education and employment, and general health and well-being.

Carer Support Wiltshire – a brief history

Carer Support Wiltshire is a charity that aims to ensure that all unpaid carers across Wiltshire are well supported. The organisation was formed in April 2011 on the merger of the previous four carer support charities for Wiltshire. The organisation is proud to be a network partner of the Carers Trust – the leading national charity for carers in the UK which works to reach carers and develop services across the country.



Funding

Carer Support Wiltshire is a charity and depends on funding from Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, companies, trusts, charities and many others to make a difference to the lives of carers. We work throughout Wiltshire, rural, towns and cities, and increasingly in other counties.

We are proud to work in partnership with the Carers Trust network partners across the South West and other local charities and organisations who help us to support carers. Our amazing volunteers, staff and trustees who are passionate and committed to supporting carers here in Wiltshire all contribute to the success of the charity.

Services we offer

Carer Support Wiltshire supports all carers, including young carers and young adult carers. We help them to access services, information, education and training, respite, and breaks from their caring role.

We ensure carers have a voice that is heard and work with health and social care professionals and employers to raise carer awareness and develop best practice.

Key services include access to benefits advice, complementary therapies, support groups, training opportunities and much more, all of which are free of charge.

Initial contact with a carer

When a carer contacts us, we initially have a conversation over the phone, during which we do an 'Initial Assessment', focused on identifying each carer's particular situation and needs. We can then give individually tailored information and advice, signposting people to relevant services, whether our own or those offered by other statutory, voluntary or private sector organisations.

Where a carer has needs that are eligible, we will also undertake a full Carer Assessment, through which a direct payment or sitting service may be provided by the local authority.

Raising awareness of carers

We run events and engage with press and local radio, to raise awareness of carers, the issues they face and the value they bring to society.

The voice of carers

We enable carers to contribute their experiences and views to shaping service planning and development. CSW works with the Wiltshire Carer Involvement Group (WCIG) and the Wiltshire Carer Action Group (WCAG).

Young adult carer (YAC)

Our Young Adult Carer (YAC) project supports carers from the age of 18 – 25, particularly those who are not in education, employment or training. Our work in this area is funded by Carers Trust.

Working for carers

As part of the Working for Carers initiative we work with local employers, supporting them

to improve the identification and recognition of working carers. We have more than thirty corporate members representing almost 20,000 employees.

Working with the community, in the community

Community Connectors

There are six Community Connector areas, each covering three Wiltshire Community Areas. Community Connectors work with communities to identify carers and ensure that they access the support and services they are entitled to, reducing isolation and improving health and wellbeing. The team works with GP practices, hospitals, libraries, health and wellbeing boards, community groups and other agencies in addition to providing initial assessments a duty line and structured groups.

Working with the military community 'Courage to Care'

In 2018, Carer Support Wiltshire was contracted to help support military personnel who act as unpaid carers. Many service men and women find



“ I joined CSW a year ago and have been inspired by the passion and commitment of the staff and volunteers. As a carer too I know how vital our work is to sustain lonely and vulnerable people in our community.

Volunteer

themselves caring for loved ones and friends when they return from deployment or finish their military career. Others struggle with a wide variety of problems including substance misuse, financial mismanagement, physical and mental health issues all of which require support, often from unpaid carers.

Funded by the Armed Forces Covenant to support carers in serving military families, the Courage to Care service works closely with Armed Forces welfare services, including Medical Centres to identify carers and ensure that they are able to access the same services as all other carers in Wiltshire. We work with serving families to develop peer support networks and access to training to minimise the impact of deployment, discharge and moving.

Volunteer opportunities

We have a wide range of volunteer opportunities available. For each, we offer full training, on-going support and the opportunity to develop valuable transferable skills. We also pay travel expenses and can offer you opportunities throughout the week to suit your needs. Some of our roles do require a Disclosure and Barring Service (DBS) check. Volunteers do not pay for DBS checks.



Volunteer in any of seven key areas

Office support and research

The roles under this key area provide day to day support within an admin office and specific tasks for the Support Services team:

- Assisting with sending communications out to carers;
- Uploading documents to a database;
- Answering the telephone;
- Updating records;
- Communicating effectively with all staff when passing on messages.

Marketing and communications

The roles within this key area provide support for the Partnership and Development team:

- Assisting with updates on marketing materials;
- Blog posts;
- Fundraising ideas;
- Helping identify areas that need improvement and amendment.

Reaching communities and reducing isolation

There is a wealth of volunteering roles within your local area and community. These roles help support new and existing carers in

groups, community fundraising, cafes, community hospitals, and ensure peer on peer support; where carers meet each other, talk, find solutions and feel relaxed in a friendly environment where others understand.

Regularly supporting carers in their community helps provides an opportunity for CSW to keep up to date with any additional support needed, a change in circumstance and access for new unpaid carers.

Student volunteering

Students can be supported on placement; Business administration, IT and Communications or simply in a volunteering role that is flexible, irregular or a one off project. CSW values the creative ideas and new ways of doing things that students bring.

Corporate employee volunteering

Opportunities for corporate employees with CSW range from team challenges, working with our Young Adult Carers and helping them prepare for the world of work to developing key projects and assisting with new systems.

Project management

Volunteering opportunities exist for those individuals who may desire a career break, career change or who want to return to work after a period of absence. Highly skilled you will co-ordinate a key project to improve the lives of carers in Wiltshire.

Short term, micro volunteering

CSW have volunteering roles that may suit an individual with limited time or who cannot commit to a regular day or time. Just ask!

Volunteer support

The volunteer manager is responsible for volunteer recruitment, induction and involvement. This includes monitoring and reporting on volunteer involvement and assessing the contribution to the organisation arising from volunteers' work.

Once you register with CSW you will receive an induction, training for your specific role, if needed, and then on-going support;



- Regular catch up with your key support, CSW staff member and contact from the Volunteer Manager at least every 3 months
- An annual review of your role with the Volunteer Manager, either online, face to face or telephone
- Annual Volunteer Questionnaire – Your chance to help us improve and celebrate achievements
- Annual Thank you event – Your chance to attend a free, thank you event and meet other volunteers
- Volunteer Newsletter - Issued every quarter this newsletter keeps you up to date with new projects, changes at CSW and news stories about what our volunteers are up to.

Volunteer agreement

CSW will provide a volunteer agreement which covers supervision and support, insurance, confidentiality and data protection and how disagreements will be resolved.

Expenses

Volunteers, whilst generously giving their time and skills on an unpaid basis, should not be out of pocket.

All volunteers will have their travel and parking expenses reimbursed. Costs of telephone calls incurred as part of their volunteering will also be reimbursed.

A lunch allowance of up to £3.50 can be claimed by those volunteering for a whole day.

In circumstances where carers are specifically required to attend

Carers Trust forums as volunteers in order to contribute their specialist knowledge as carers, expenses may be paid for relief care.

Other expenses should be discussed and pre-agreed with the Volunteer Manager.

Expenses should be claimed by completing the Volunteer Expenses Claim form on a monthly basis and obtaining the authorisation signature from the Volunteer Manager. Receipts will be required for all items of expenditure on the claim form.

Health and safety

Responsibilities

Carer Support Wiltshire takes health and safety very seriously. The ultimate responsibility for health and safety rests with the Board of Trustees and is delegated to the Chief Executive,

and managers, who in turn have designated the Office Manager to handle matters on a day to day basis. We ask all volunteers to share the responsibility for the health and safety of themselves, carers and other people we may work with. We also ask them to bring to the attention of staff any deficiencies in our safety arrangements and to take reasonable care of themselves and others.

Accidents and incidents

Our prime concern is the safety of volunteers, carers and staff alike. We want to focus on the prevention of accidents and learning from them in the unlikely event that they do occur. An example of an accident could be someone slipping on a wet floor or cutting themselves preparing food. If such an incident occurs, please report it to the Volunteer Manager or another available staff member as soon as possible.

They should record it in the accident book, copies of which are available from Administration Support.

Where an accident happens away from our offices, volunteers should ring and provide details when they can. These should also be added to the accident book and signed at the volunteer's convenience.

First aid

For Semington, the First Aid Box is located in the Administration office. For Salisbury the First Aid Box is located in the kitchen.

Fire safety

The Carer Support Wiltshire operates a no smoking policy in both its premises. Fire exits are clearly marked in both centres.

Electrical equipment

All our electrical equipment is inspected annually. Report any defects or faults to a member of staff.

Manual handling

We don't generally expect our volunteers to undertake tasks involving manual handling. In the event that you find yourself involved in activities such as pushing wheelchairs or putting up displays, we ask that you try and use safe working practices where you can.

Stress and volunteer wellbeing

If you feel the fun element of your volunteering experience is beginning to diminish, speak to the Volunteer Manager at the earliest opportunity. While volunteering can be immensely rewarding, sometimes 'over-committing' to volunteer support can bring unwanted stress and impact on your own wellbeing. We want your volunteering experience to be a positive one and if not, the Volunteer Manager will take steps to make it so.

Training

Training is offered for all roles, where needed. This training can be informal, shadowing other volunteers, or formal requiring specific and necessary skills for the volunteer role.



“ If I can help just one unpaid carer get help or support, I am happy.

Carer Café
Volunteer Co-ordinator

Access to offices

Office hours in Semington and Salisbury are: 9am – 5pm Monday to Thursday and 9am – 4.30 pm on Friday.

Safeguarding

Carer Support Wiltshire is committed to safeguarding and promoting the welfare of children, young people and adults engaged in the breadth of its activities.

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation. A separate policy for safeguarding children and young people can be found in the Volunteer area of our website.

The key objectives of the policy are:

- To explain the responsibilities CSW and its staff, volunteers and trustees have in respect of adult safeguarding
- To provide staff and volunteers with an overview of adult protection and understand their responsibilities to protect adults from abuse

- To provide a clear procedure that will be implemented where adult protection issues arise.

Equal opportunities and diversity

Equality of opportunity is a cornerstone of CSW policy. We endeavor to ensure that the services provided to carers and their families are in accordance with our policies.

Our Trustees have overall responsibility for ensuring equal opportunities within the organisation. All our staff are familiar with our policies.

We are committed to preventing direct and indirect discrimination for applicants and volunteers alike. This is regardless of race, gender, sexual preference, age, ethnic origin, disability or religion.

Our policies and practices are designed to ensure that individuals are selected, appointed, trained and treated fairly and equitably. Fuller versions of all our policies and practices are available on our website.

We hope that volunteers, carers and staff alike will feel welcomed and included at all times and at all levels.

Personal safety and lone working

The safety of all personnel at CSW is paramount and although incidents are rare it is important to acknowledge that volunteering alone does carry potential risks. We have a policy that aims to:

- Alert volunteers to the risk of working alone
- Identify individual responsibilities
- Establish operational practices to manage potentially harmful situations.

A definition of Lone working is: when an employee or volunteer is working alone with a carer or on their own in an unstaffed location. Typical examples of lone working might include:

- Meeting a carer in their home or in a room with no one else present
- Performing a role in an isolated area, e.g. unstaffed office

- Volunteering in offices in the evening or at weekends

- Travelling with carers

- Travelling alone in your own car on a journey of more than two hours.

Confidentiality, data protection and safeguarding

CSW takes its data protection responsibilities very seriously. The Confidentiality and Data Protection Policy applies to all staff and volunteers. Volunteers are expected to protect any personal or confidential information to which they may have access pertaining to CSW and its clients.

If a volunteer role requires a Disclosure and Barring Service check, the DBS clearance checks will be repeated every three years. Volunteers do not pay for their DBS checks.

Other policies applicable to volunteers include, but are not restricted to, the following:

- Equal Opportunities Policy
- Equality and Diversity Policy
- Bullying and Harassment Policy
- Health and Safety Policy
- Confidentiality and Data Protection Policy
- Lone Working Procedure (Befriending)
- Learning and Development Policy
- Complaints Policy
- Adult and Child Safeguarding policies
- Social Value Strategy.

All policies are available in the volunteer area of the CSW website.

Essential contact details:

Main office
01380 871690

Main office hours:
Monday – Thursday 9.00 – 4.30
Friday – 9.00 – 4.00

admin@carersupportwiltshire.co.uk

Volunteer Manager
01380 819626

Volunteer Recruitment Co-ordinator
01380 908041

Reaching Communities Team Leader
01380 819482

Lone working phone number
07759 120088



Other useful info and numbers:

Visit **adults.wiltshire.gov.uk** for a directory of support services

Wiltshire Parent Carer Council
01225 764647

Wiltshire Independent Support and Advice
01380 813393

The Carers Project
01249 474064

Alzheimer's Support
01225 776481

Age UK
Devizes **01380 735500**
Salisbury **01722 335425**

Citizens Advice Bureau
03444 111444

Parkinson's UK
0808 8000303

Wiltshire Council Adult Care Team
0300 456 0111

Independent Living Centre
01380 871007

Stroke Association Wiltshire
01722 329053

Wiltshire Independent Advocacy Service
01225 709549

seAp Independent and confidential advocacy services -
0330 440 9000

OPG Information on lasting power of attorney
0300 456 0300

Wiltshire Centre for Independent Living (CIL)
0300 123 3442

Welcome to CSW and thank you for your support.



To find out more:

Visit www.carersupportwiltshire.co.uk/get-involved

Email volunteer@carersupportwiltshire.co.uk

Call us on freephone **0800 181 4118**

Carer Support Wiltshire is a local charity providing support to unpaid carers in Wiltshire.

Carer Support Wiltshire
Independent Living Centre,
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Semington, nr. Trowbridge
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