



Adult Social Care

Volunteer Handbook



Welcome

Thank you for choosing to volunteer with Gloucestershire County Council's Adult Social Care service.

I hope you will enjoy the benefits of volunteering with us - making a difference to your local community, making new friends, sharing your skills with others and perhaps learning some new ones.

Our staff will do all they can to help you settle in. This handbook includes our Volunteer Agreement and Code of Conduct which sets out what you can expect from us and what we expect from you.

Please ask the Volunteer Supervisor at your local Centre if you need more information about volunteering with us or about our Volunteer Involvement policy.

Welcome to Adult Social Care - and thank you once again for helping to make a difference.



Dawn Porter

Head of Service for Integrated Adult Social Care

About Adult Social Care

Gloucestershire County Council provides Adult Social Care services for people aged 18 and over who need extra help to manage their lives and be independent, including:

- older people
- people with a disability or long term illness
- people with mental health needs
- people who can't keep themselves safe from abuse or neglect and provide support for carers

We also support their carers.

About our volunteers

We prefer our volunteers to be at least 18. There is no upper age limit.

We will consider mature 16 and 17 year olds who have the consent of their parent or guardian to volunteer in Adult Social Care.

There is no typical volunteer. Volunteers come from all walks of life and volunteer for many different reasons. Some want to make a difference in their local community. Some want to develop new skills, improve their CV or find out what it might be like to work in social care. Some want to meet new people.

What our volunteers do

Volunteers help out in a variety of ways at our Centres. For example volunteers:

- help to make people feel welcome, comfortable and at ease. Even the smallest act of kindness - like chatting, listening or just being a friendly face - can make a big difference to someone's day.
- encourage and support people to join in activities at the Centre or when we go out. This might include pushing people in wheelchairs.
- share or teach things they are good at, for example arts and crafts, music and singing, computing or some other skill.
- provide practical help, such as loading and unloading dishwashers or helping with hand washing up.
- keeping Centre vehicles clean for the people who use our services
- creating beautiful gardens for everyone to enjoy.

Volunteers do not carry out (or shadow) statutory work or do work experience.

What to expect

We value your support and your commitment to Adult Social Care and welcome you to our team. We will help you in every way we can.

- We will support you. You will have a supervisor who will explain everything you need to know, answer your questions and deal with any concerns.
- We will explain our commitment to people's rights - and the commitment we expect you to make, for example:
 - to treat everyone with courtesy, dignity and respect and to maintain confidentiality at all times
 - to keep people safe. We take safeguarding seriously in Gloucestershire. Everyone has the right to be free from harm and intimidation. Please escalate any concerns to your supervisor or a manager without delay.
- We will provide you with a safe workplace and make sure you understand the Council's health and safety systems.
- You will not be involved in lifting, handling or lowering anyone using our services. We will provide training if you are likely to push anyone in a wheelchair.
- We will provide insurance cover when you are involved in authorised volunteering tasks.
- We will reimburse any reasonable and pre-agreed out of pocket expenses that result from volunteering with us.

Volunteer Agreement and Code of Conduct

Our Volunteer Agreement (see page 6) which includes the Volunteer Code of Conduct sets out more about what to expect from us and what we expect from you. The agreement and Code of Conduct must be signed before you can volunteer with us.

Your supervisor will go through the Agreement and Code of Conduct with you and answer all your questions.

Induction, ongoing support, trial period

You will have an induction when you first start with us. Your supervisor will explain:

- what we do at the Centre and will show you around and introduce you
- everything you need to know about volunteering with us
- the Council's health and safety requirements - especially what to do in an emergency.

Your supervisor will continue to support you throughout your time with us. If you need special training for any volunteer task, your supervisor will arrange this for you.

Please talk to your supervisor if you are worried about anything or you are not sure what to do. If your supervisor isn't at the Centre, speak to a manager or a senior staff member instead.

Initially, we will offer you a short volunteering trial period. This helps to make sure that there is a good match between your needs and the Centre's. It also gives you time to see how you enjoy volunteering at the Centre.

If you can't come in when we usually expect you

Please give us as much notice as you can if you can't come in when we usually expect you, for example if you are unwell or going on holiday.

Contact your supervisor in the first instance. You can record your supervisor's name and contact details on the back page as a ready reference.

Volunteer Agreement

We will do the best we can to make your volunteer experience with us enjoyable and rewarding.

This Volunteer Agreement explains what you can expect from Gloucestershire County Council's Adult Social Care and what we expect from you.

Gloucestershire County Council Adult Social Care commits to the following:

1. Orientation

We will provide you with an orientation to the Centre where you will be volunteering, our staff and your volunteering role. We will explain the standards that our staff and volunteers must maintain.

2. Support

We will do our very best to help you in your volunteering role. We will provide you with a named supervisor who will support you, answer your questions and deal with any concerns or problems.

3. Health and Safety

Your wellbeing is important to us. We will provide you with a safe workplace and explain our health and safety procedures to you. We ask you to report any concerns to your supervisor or a manager.

4. Insurance

We will provide adequate insurance cover for you while you are undertaking voluntary work approved and authorised by Adult Social Care.

5. Expenses

We will reimburse you for actual and reasonable out of pocket expenses for costs you incur while volunteering for us provided that expenses:

- were pre-agreed by a manager, and
- you can provide a receipt / other evidence of expenses.

You must make a claim no later than one month after you incurred the expense.

6. Days and times

Your supervisor will discuss days and times with you. We will be as flexible as we can about your preferred volunteering days and times but there are some times when we need help more than others.

7. Fairness and diversity

We will make sure that our dealings with you are guided by the Gloucestershire County Council fairness and diversity strategy.

8. Your Volunteer Record and Data Protection

You will have to sign in and out of the Centre each time you volunteer. This is how we know who is in the building on any particular day and time.

You will also have an individual volunteer record. We will keep your record secure and will only use your personal information as permitted by law. Your record will only be accessed by authorised staff.

By law, we have to keep your record for a certain length of time after our last contact with you. Please read our Volunteer Privacy Notice or ask us for more information about how we use your information.

9. Publicity

We will always seek your consent before using photographs or quoting volunteers.

What we expect from you:

10. Absences

We rely on our staff and volunteers to provide services to the people who use our Centres. Please tell your supervisor as soon as possible if you cannot attend on the day / time agreed.

11. Confidentiality and conduct

We expect volunteers to conduct themselves in accordance with our Volunteer Code of Conduct at all times.

When there are problems:

We will discuss any problems and concerns with you. We ask you to raise anything you are concerned about with your supervisor without delay. We will try to resolve matters quickly and fairly.

Volunteer	Supervisor
<i>Signature</i>	<i>Signature</i>
<i>Please print your name</i>	<i>Please print your name</i>
Date:	Date

Volunteer Code of Conduct

Our organisational values are:

- accountability
- integrity
- empowerment
- respect
- excellence

This Code of Conduct sets out what we expect from Adult Social Care volunteers. By signing the Code of Conduct, you are confirming that:

- you understand what we expect of you
- you agree to abide by the Code of Conduct
- you understand that you may not be able to volunteer with Adult Social Care if you breach the Code of Conduct.

Personal conduct - fairness and respect

We will treat you with fairness, courtesy, dignity and respect. We expect you to treat people who use our services, their families, our staff and other volunteers in the same way.

Confidentiality

Volunteers don't have access to confidential records but when you are in our workspace you may become aware of personal information.

We expect you to treat information about the people who use our services, their families, our staff and other volunteers as confidential. For example, you may not write it down, record it electronically or pass it on to anyone else.

Personal appearance

We don't have a formal dress code. We expect you to be clean and tidy and to wear your Council identity badge when volunteering for us.

Relationships

We expect you to tell us if you know or are related to someone who uses our services or one of our staff. This is because we do not want anyone to be put in a position where there may be a conflict of interest.

Use of Council facilities and equipment

We expect you to take reasonable care with Council facilities and equipment. You should only use Council equipment for activities that are related to your volunteer role unless your manager has agreed to private use (for example use of telephone or photocopier).

Reporting concerns

We expect you to tell your manager or your supervisor if you see or hear something that worries you. For example you may be concerned about a breach of confidentiality or the behaviour of a staff member, or about someone who is using our services, especially if you think they may be the victim of abuse or neglect.

Gifts including bequests

We expect you:

- to politely refuse money and gifts (including bequests) from people who use our services or their families.
- not to offer gifts including sweets or foodstuffs (some people are put at risk by some foods) to anyone using our services or their families.

Arrest or convictions

We expect you to tell us about any convictions not spent under the Rehabilitation of Offenders Act 1974 and about any new charges or convictions. We are not interested in traffic offences unless you are likely to go to prison.

Having a conviction doesn't necessarily mean that you can't volunteer for us but we take convictions into account when we assess potential risks.

Declaration

I have read and agree to abide by the Volunteer Code of Conduct.

I understand that if I breach the Code of Conduct I may no longer be able to volunteer with Adult Social Care.

Signature.....

Please print your name.....

Date.....

Adult Social Care Volunteer Privacy Notice

Gloucestershire County Council (the Council) collects, stores and processes personal information about prospective, current and former Adult Social Care volunteers.

Volunteers operate in Centres which support older people, people with physical disabilities and people with learning disabilities or dementia.

If you are a volunteer in one of our Centres, this privacy notice explains what information the Council collects about you, how we use it and your information rights.

Why we collect and use personal information about volunteers:

The Council is the data controller for the personal information we collect from you.

The Council has safeguarding duties towards the people who use our Centres. We collect and use personal information about volunteers to assess potential risks to the people we support and make decisions about an applicant's suitability to volunteer in one of our Centres. We also use volunteer information to manage and support volunteer services.

The lawful basis for processing this personal data, under the GDPR, is Article 6(1) (e) Public task in the public interest.

What information we collect about you:

We collect only the information we need to manage your involvement as an Adult Social Care volunteer. This includes:

- your name, address, contact and emergency contact details as well as your school / college if you are still involved in education.
- information about your experience, skills and qualifications
- information about potential risks
- Disclosure and Barring Services (DBS) checks - formerly CRB
- parental / guardian consent if you are under 18
- records of your induction, attendance, trial period, support / training
- details of any issues, problems or concerns discussed with you
- Equal Opportunities Monitoring information

We collect this information in a variety of ways, for example on your application form, through reference and DBS checks or through your informal interview or other discussions with us.

We will respect your wishes if you do not wish to go through our screening processes. However, because we have to be sure that the people who use our services are safe from harm, we will be unable to accept your offer to volunteer with Adult Social Care.

We may wish to take your photograph to help promote our services and for future promotions. We will ask for your consent to do this.

How we use your information:

We use your information to make decisions about your suitability to be a volunteer in Adult Social Care, to support you in your volunteering role and to manage risk, including through fulfilling safeguarding and health and safety obligations.

Where necessary, we may use your personal information to investigate and respond to concerns, such as a complaint or a safety or safeguarding issue.

We may also use your information in statistical form to help us to plan and monitor volunteer services.

We will keep your information secure and restrict access to authorised personnel.

How long we keep your information for:

If your application to be a volunteer with Adult Social Care was unsuccessful or you withdrew from the selection process, we keep your information for 6 months.

Otherwise, in most cases we keep your information for six years from the date of your last contact with us.

In some instances, we may be legally required to keep your information longer. For example if there is a safeguarding issue, we will keep your personal information for as long as required for safeguarding purposes or to fulfil legal obligations.

Information about how long we keep each type of record is published in the Council's [Records Retention and Disposal Schedule \(PDF, 1.6 MB\)](#).

Who we share your information with:

We only share your information on a 'need to know' basis or when we are required to share it for legal or other legitimate reasons.

We will ask for your consent before we share your information except where we are required by law to share it. The Council will share your personal data with and collect personal information from third parties when carrying out reference checks and when obtaining criminal records checks from the Disclosure and Barring Service.

The Council seeks this information because it has a duty to safeguard people with care and support needs.

Your information rights under the Data Protection Act 2018:

The General Data Protection Regulation (GDPR) as enacted within the Data Protection Act 2018 gives you the following rights over your information:

Right to withdraw consent:

You have the right to withdraw your consent to the council using your photograph. If you do so your image will not be used in any future promotions.

If you are aged under 18, your parents / guardian have the right to withdraw their consent for you to volunteer with us. If they withdraw their consent, we will ask you to stop volunteering with us.

Please be aware that there may be some situations where we are still allowed to keep and use your information, even when you have withdrawn consent. If you or your parents / guardian wish to withdraw consent, please contact the Adult Social Care Helpdesk in writing by:



Email: enq@gloucestershire.gov.uk



Letter: Adult Social Care Helpdesk
Shire Hall
Westgate Street
Gloucester GL1 2TG

Right to access to your information:

You have the right to request a copy of the information we hold about you. If you would like a copy of your personal information, please visit our website using the link below:

<http://www.gloucestershire.gov.uk/council-and-democracy/data-protection/requesting-access-to-your-personal-information/>

Right to correct information that is inaccurate or incomplete:

You have the right to request the Council to correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the record.

Right to be forgotten (erasure):

You have the right to request the council to delete your information when there is no good reason for us to continue using it. Please be aware that in certain situations we are still allowed to keep and use your information, even when you request that it should be erased.

Right to object:

You have the right to object to us using your information if you feel we have used it other than in connection with your volunteer role with us. Please be aware that in

certain situations we are allowed to still use your information if there is good reason to do so.

Using your rights:

If you wish to use any of these rights, please contact us using one of the methods below:



Online: <https://www.goucestershire.gov.uk/council-and-democracy/data-protection/your-information-rights/>

Letter:



Information Management Service
Gloucestershire County Council
First Floor, Block 4(a)
Shire Hall, Westgate Street
Gloucester
GL1 2TG



Email: Managemyrequests@goucestershire.gov.uk

How to contact us:

Please contact us if you have any questions about this privacy notice:



Email: jane.field@goucestershire.gov.uk



Letter: Gloucestershire County Council
Shire Hall
Westgate Street
Gloucester GL1 2TG



By telephone: 01452 328400

You can contact the council's Data Protection Officer, via the Information Management Service, by emailing dpo@goucestershire.gov.uk or by calling 01452 324000.

Making a complaint to the Information Commissioner

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.

Useful information:

Supervisor 's name	
Supervisor's telephone number	
Other contact telephone number	
Email	
Start date	
Date trial period ends	
Preferred days	
Preferred hours	