

Digital Inclusion – Let's get Digital January 2025

For staff and volunteers

Making Norfolk a great place to grow older.

Contents

| | |
|--|----|
| Introduction..... | 3 |
| Our Vision, Mission, Objectives and Strategic Priorities..... | 3 |
| Principles and Objectives of our Digital Inclusion Service | 3 |
| Expectations and Limitations of the Service..... | 4 |
| Staff Role | 6 |
| Volunteer Role | 7 |
| Service Users/Clients/Learners..... | 8 |
| Keeping Safe | 9 |
| Information, Advice, Signposting and Referring..... | 11 |
| Referrals and Active Cases..... | 12 |
| Age UK Norfolk’s ‘How To’ Guides and videos | 14 |
| Volunteer Reporting | 14 |
| Closing a Case | 14 |
| Frequently Asked Questions..... | 15 |
| What to do if things go wrong..... | 16 |
| Useful Information..... | 17 |
| Appendix..... | 21 |
| Document Control | 21 |

Introduction

Age UK Norfolk was established in 1947. Today our mission is to make Norfolk a great place to grow older. We recognise that service standards are necessary to ensure consistent and quality services to the people to whom we provide help and support. This Manual lays out the standards and processes that staff and volunteers within the Digital Inclusion service should follow in their everyday practice. It provides a comprehensive set of guidelines and procedures and is to be used as a tool for induction, training and as a reference document. This manual is an extension of organisational procedures and policies.

Staff and Volunteers are required to adhere to this manual; however, they are also encouraged to commit to continuous quality improvement and therefore questions, comments and suggestions are welcomed at any time. The service needs to remain responsive to changing demands and the manual is therefore subject to revision.

Our Vision, Mission, Objectives and Strategic Priorities

Digital Inclusion forms part of the Supporting and Enabling Strategic Priority. A copy of the organisational strategic priorities, along with our vision, mission and objectives can be found on our website [Vision, mission and objectives | Age UK Norfolk](#)

Principles and Objectives of our Digital Inclusion Service

We have seen many organisations and individuals use more online services than ever before. We have found many older people are being left behind by these changes, making them more isolated.

The service recognises that all people are individuals with diverse and different needs. We respect an individual's rights to independence, promote person centred conversations, and take a holistic educational approach when teaching them how to use their devices.

This service supports an individual's right of access to information, advice, and support to enable them to use electronic devices and connect digitally. Later life should be a fulfilling and enjoyable experience and older people should be enabled to play a full part in community life.

The service provided will be responsive to the service user's needs, enabling users to make their own decisions and encouraging them to act for themselves wherever possible.

The service will respond to the needs of all Norfolk residents and be equally available and responsive to residents in all locations across Norfolk.

The service is committed to equality, fairness and justice whilst valuing the diversity of the individual. The service will ensure that everyone will be treated equally, in line with Age UK Norfolk's Equal Opportunities Policy:

- To provide short term digital support to older people in their own homes or in residential care home settings throughout Norfolk. The service will provide 8 sessions (We can be flexible). The support offered will be to support the service user to set up and use either their own device or one loaned tablet (Maximum loan is 12 weeks) to them from us and to signpost/refer on to further support if needed.
- To be relevant and responsive to the needs of the individual older person, when using the device.
- To make sure that we use effective communication methods to understand the older person's unique situation and what we can teach them on their device to aid this.
- To consider what service users are asking of us and respond to that need accurately and efficiently, within the limitations of the service.
- To respect the service user's point of view and ensure that we represent their views.
- To assist with the empowerment of older people by ensuring they are better informed about their device and can use this efficiently.

Expectations and Limitations of the Service

Mental Capacity

We can only support people who are believed to have mental capacity. We must presume mental capacity so if you suspect that the service user may not have the capacity to understand then we can ask NCC/GP to complete a capacity assessment before we provide support.

The MCA says:

- assume a person has the capacity to make a decision themselves unless it is proved otherwise.
- wherever possible, help people to make their own decisions.
- do not treat a person as lacking the capacity to make a decision just because they make an unwise decision.

The MCA says a person is unable to make a decision if they cannot:

- understand the information relevant to the decision.
- retain that information.
- use or weigh up that information as part of the process of making the decision.

Also remember that some people can have fluctuating capacity or seem not to have capacity due to a UTI.

Responsibilities of a Digital Inclusion Champion (Staff and Volunteers)

- Empower service users to use their own or a loaned device and to purchase their own device (if required) following a tablet loan scheme.
- Undertake person centred conversations, understanding that each person is different and has different views, goals, and desired outcomes.
- Work to the agreed guidelines and policies of the service.
- Ensure that any legal requirements, including health and safety guidelines and insurance restrictions, are met.
- Ensure Age UK Norfolk has up to date personal information and emergency contact details.
- Recognise the importance of the service they offer and committing themselves to initial induction, training, and periodic updates.
- Undertake regular telephone calls/visits as agreed with the service users and staff team.
- Inform the service user and staff team in advance if they are unable to make a call/visit.
- Take care to notice any changes in the service user or in the tasks which they are asked to do and to inform the staff team.
- Not give personal details of service users to any other person unless authorised by the service user and the staff team.
- Follow the recording and monitoring procedures.
- Not give advice including but not limited to welfare, medical, financial, or legal.
- Not have access to the service user's personal login details.
- Ensure that service users rights are respected.
- Accept the limitations of their own knowledge and abilities and recognise the circumstances when it is appropriate to refer a case on.
- Have an awareness of their personal prejudices and interests to avoid imposing these on the service user.
- Support the individual with their device without letting personal opinions of a service user's circumstances or attitudes impinge on the support provided.

What makes a good Digital Inclusion Champion?

- Utilising the support network within and outside of the organisation.
- Having an understanding nature.
- Having excellent communication skills.
- Having a good technical knowledge of how tablets/iPads and other digital devices operate.

What a Digital Inclusion Champion should NOT do.

- Provide information to other organisations or individuals that are confidential unless it is a safeguarding issue and has been approved by Age UK Norfolk staff.
- Act in a befriending capacity.
- Take a service user out in their own car.
- Disclose personal information to a service user e.g., Address, phone number.
- Accept or provide gifts (Review gift policy).
- Continue contact with the service user after the case has been closed.
- Be negative about any services the service user is receiving or being provided.
- Ask for or record any codes or login details belonging to the service user and if the service user discloses one, you should tell the service user to change the password and not to disclose it again.
- Take over and do the setting up for the service user, we need to empower them to do it themselves as much as possible.

Staff Role

Team email address – digitalinclusion@ageuknorfolk.org.uk

Team phone number - 01603 785205 (this will go to voicemail and the call will be returned)

| | | | |
|-------------------------------|----------------------|--|----------------------|
| Jo Asbury (Assistant Manager) | 01603 787111 ext 224 | Joanne.asbury@ageuknorfolk.org.uk | Mon, Tues, Wed & Fri |
| Saran Cotes (Coordinator) | 01603 787111 ext 254 | Saran.cotes@ageuknorfolk.org.uk | Mon – Thurs |
| Isabelle Weeks (Coordinator) | 01603 787111 ext 256 | Isabelle.Weeks@ageuknorfolk.org.uk | Tues, Wed and Thurs |

Coordinator Areas

Saran and Isabelle are responsible for all service users and volunteers within their allocated areas as per the table below. The initial referral will go to the coordinator responsible for that area. They can allocate a volunteer from any location to the service user and the volunteer will report to that coordinator for that service user each month and for any support required.

| Coordinator | Area |
|----------------|--|
| Saran Cotes | South Norfolk, Great Yarmouth, Broadland, Norwich, North Norfolk |
| Isabelle Weeks | Breckland and West Norfolk |

Volunteer Role

Volunteer Role Description

Volunteer's role description can be found on our website – <https://www.ageuk.org.uk/norfolk/get-involved/volunteer/volunteering-roles/digital/>

Volunteer Induction

Volunteer's induction will be booked as per the instructions in the volunteer handbook procedure. Once a volunteer has been fully vetted and inducted, they can start to support the service.

Note to staff.

A volunteer cannot be made active on CLOG until they have completed all the sections in the recruitment procedure and returned all relevant documents.

When the staff member is making the volunteer active on CLOG you will need to ensure you are completing the following for volunteers:

- *Add the volunteer to the 'Groups and Skills' section.*
- *Ensure the 'Preferred method of contact' box on CLOG has been completed.*

While the volunteer is active it is the responsibility of the staff team to keep the volunteers record up to date.

- *Ensure at the Annual Review details are checked and updated if necessary.*
- *Staff team to update CLOG.*
- *Update CLOG with training events attended in the 'Clubs and Clinics' section.*

If group emails are being sent, the volunteer's email address will always be hidden by using the BCC function.

Volunteers - On Hold

Sometimes volunteers need to take some time out of volunteering but do not want to leave. If a volunteer is on hold for over 6 months, they must have a meeting with their coordinator upon return to ensure they have been given any relevant updated information.

Note to staff - *If a volunteer is on hold, this needs to be clearly marked on CLOG and the volunteer coordinator needs to be updated. If it is not suitable for the volunteer to be contacted while they are 'on hold' please remove their email address from the group list and make this clear on CLOG*

Volunteer Support and Supervision

Each volunteer will have a named coordinator as their main contact; however, volunteers can expect support from the whole of the team. Volunteers may request a face-to-face supervision session with their coordinator at any time.

Volunteer Round up Meetings

Group supervision will be provided via Volunteer Round up Meetings. We aim to hold these 3 times a year. It is expected that active volunteers will attend at least 1 meeting a year and engage in Age UK Norfolk volunteer community. All training will be added to the volunteer's record on CLOG by their assigned coordinator.

Volunteers - Leaver

If a volunteer wishes to end their volunteering with Age UK Norfolk it is important that all active cases must be handed over to a coordinator and their service users informed as soon as possible. The volunteer must remember that they are unable to continue to support any Age UK Norfolk service users once they have left and they must:

- Delete/destroy all contact information they hold for any service users.
- Return all AUKN property including their badge.

Note to staff remember to update CLOG (including groups and skills)

Service Users/Clients/Learners

Our preference is the term service user however service users may also be referred to as clients or learners.

Service Users Rights

- To receive assistance from a trained volunteer, following the service principles, who will have knowledge and understanding of the needs associated with using their device.
- Be treated as an individual according to the principles of the service.
- If service users do not wish to act on the information provided, they can decline. This will not prejudice any subsequent support from the service.
- To have their case dealt with promptly and thoroughly.
- Receive a service which offers:
 - An introductory call/visit by the service officer.
 - Regular contact from Age UK Norfolk until a suitable volunteer is found.
 - Regular and reliable support within the remit of the service.
 - Be advised of and have open access to Age UK Norfolk's Complaints Procedure.

Responsibilities of the Organisation to Volunteers and Service Users

- Develop and monitor the service ensuring that the service remains relevant and responsive to the needs of older people in Norfolk.
- Provide training and support to volunteers, recognising that the service requires specific and general skills and knowledge, which continually needs updating.
- Address complaints from both service users and volunteers. To learn from complaints, and to carry out any changes of practice, if necessary. To ensure compliments and complaints are given equal recognition.

Keeping Safe

Safeguarding

If you uncover or have any suspicions regarding financial abuse or any other type of abuse, please contact a member of Digital Inclusion team immediately. If necessary, the team will then file an internal safeguarding report and make a safeguarding report in line with our policy, which may include notifying Social Services or if known, the service users GP. The volunteer will be advised if they need to take any further action. We do not always get updates from Norfolk County Council/GP on safeguarding reports as it is not always in our interest to know. This does not mean relevant action is not being taken. [Updated: Raising a safeguarding adults concern checklist | Norfolk Safeguarding Adults Board](#) is a helpful checklist for safeguarding.

Sharing Personal Information

Never give service users your personal contact details. This is so that you will not be harassed by people calling you and asking you to do more than you have agreed to do. If a service user needs to contact you and you don't have a work number to give them, they will call the office. **If you need to call the service user withhold your number by using 141 if calling from a personal number.**

If you need to give a professional your contact information, please do so with caution and check with a member of staff.

Risk Assessment

To protect staff and volunteers whilst lone working in the community, all known or identified risks will be recorded and shared in line with our policies.

As part of the risk assessment, we should use the 'Clutter scale' in the Self Neglect and Hoarding Norfolk Safeguarding Adults board paper [Self-neglect and hoarding | Norfolk Safeguarding Adults Board](#)

Keith's story - A personal and touching film about hoarding

<https://www.youtube.com/watch?v=fhmfptwNZc>

Notifying Volunteers of Identified Risks

Following assessment of any identified risks and agreement that the provision of the service can go ahead, the volunteer will be informed of any identified risks, along with any restrictions that have been put in place. The volunteer will need to confirm that they understand the risk and are happy to support the service user.

Note to staff – All risks must be noted on the risk assessment tab on CLOG

Personal Safety

Age UK Norfolk have a responsibility under the 'Lone Workers Policy' to provide you with support should you ever feel unsafe or in danger whilst out on a visit.

Visits should only be completed in office hours (10am-4pm); this is so that you have support available from Age UK Norfolk staff. All visits must be logged as per the procedure in the Volunteer Handbook using CLOG or the Microsoft form link which can be found in the Volunteer Hub [Volunteer Information Hub](#)

Every effort will be made to assess risks associated with individual cases; however, volunteers always need to remain vigilant for their own personal safety. Any issues that arise should be discussed with their coordinator at the earliest opportunity.

To mitigate any risks:

Ensure you follow the guidance in the lone working policy for example:

- Ensure you have the relevant Age UK Norfolk staff contact information with you.
- Park in a well-lit area if possible, so that the vehicle is safe, and you will not be at risk when you leave or return to it.
- Be alert when negotiating difficult access routes. If it is dark carry a torch if possible.
- Ask that pets in the house are under control.
- Ensure the exit route is clear, always place yourself between the service user and exit.
- If anyone becomes angry or makes you feel uncomfortable **then leave immediately**.
- If someone falls, **do not attempt to lift them**, but call for assistance.

- **Note to staff** – Once an appointment has been arranged it is the responsibility of the person visiting to update charity log of the date and time on charity log marking the appointment as **very high priority** on the Action Priority Rating field showing the time and date of the visit, so this is clearly visible in your action list. All volunteers without CLOG access will log their visit on the Microsoft form mentioned above.

COVID 19

The latest government guidance in full can be found here:

[Living safely with respiratory infections, including COVID-19 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/living-safely-with-respiratory-infections-including-covid-19)

We are following the latest government guidance and have no additional restrictions in place. Due to working with vulnerable people, we should mitigate any infection risk where possible and respect the wishes of anyone we see face to face e.g. if they would like us to wear a mask and you are happy to do so. Care homes may have their own rules around visits and our guidance is in addition to any guidance the care home has. All guidance provided by a care home should be respected and followed. If you wish to test prior to a visit and are unable to obtain a free test please speak to your coordinator **before** you incur a cost to do this. You do not have to let us know if you have been vaccinated, taken a test or the result.

Information, Advice, Signposting and Referring

Information

Information: Is providing facts in response to a question. Information is not person specific and would be the same for every service user.

Our preference is for the service user to contact our I&A team (advice@ageuknorfolk.org.uk / 0300 500 1217), however there are circumstances when it is reasonable for the Digital Inclusion service to give out information rather than go to the I&A team.

Some examples could be:

Data plans - You can signpost them to either USWITCH or Simply Switch comparison site.

| | | |
|----------|------------------------------|--|
| U Switch | Comparison site- online only | Uswitch.com - So many ways to save |
|----------|------------------------------|--|

| | | |
|---------------|--------------------------------------|--|
| Simply Switch | Comparison site and telephone number | 0800 011 1395 Monday-Thursday 9:00am – 5:00pm Friday 9:00am – 5:00pm Saturday and Sunday Closed Energy Comparison - Compare Energy Prices & Save £££'s (simplyswitch.com) |
|---------------|--------------------------------------|--|

Social Tariffs - You can also make them aware of Social Tariffs - [Social tariffs: Cheaper broadband and phone packages - Ofcom](#)

Buying a device – Clients will have varying needs depending on which device they wish to purchase, some may benefit from face to face customer service such as well-known brands/Network provider or department stores. Others may be happy to purchase online. Some supermarkets also sell devices.

- You must not give a recommendation.
- It must be impartial.
- Details of all options given must be recorded on the monthly report form /CLOG

If you are unsure please speak to your coordinator or go directly to I&A for the information.

Advice

Advice is to guide or recommend options in relation to a problem unique to a person.

Advice at all times should be provided by our I&A team and not the DI team.

Signposting

Signposting is when a service user is given information of other organisation(s) that would be able to assist them. The service user then contacts the organisation themselves.

Referral

This is when the volunteer contacts the organisation on behalf of the service user and makes an appointment for them, with the service user's consent.

Referrals and Active Cases

Referrals into the Service

Referrals come in from 2 places.

1. Norfolk County Council/Other professional – the professional will complete our referral form, found on our website [Age UK Norfolk | Our Services](#) within the Digital Inclusion Service Information the form has instructions on how to send the referral to us.
2. Via our Information and Advice team, anyone can make referral to I&A. This could be a self-referral, concerned family member or professional. I&A will call the service user to obtain consent to make a referral and confirm suitability for the service.

Allocation

The referrals will go to the Head of Service who will allocate the file to a coordinator. The coordinator will then consider who has availability and who would be a good match for the service user (Personality, location, skills etc.) They will then approach the volunteer to discuss the case and if they agree arrange a visit at a mutually suitable time.

Note to staff - You can share with the volunteer the referral form, any risks and the service user's information. The coordinator will now assign the volunteer a job card on CLOG and make them the usual volunteer.

Initial Visit to the Service User

The first call/ visit is usually made by a coordinator, and a suitable a volunteer. Occasionally an experienced volunteer may complete the initial visit on their own if the case has been assessed as suitable by the staff member. E.g. the service user is known to us.

At this visit the coordinator will follow our risk assessment guidance and procedure, explain the service to the service user and gain their consent. This can be verbal or written and will be

recorded on CLOG.

Occasionally the coordinator may refuse to offer the service to the potential service user at this point. One reason for this may be due to the person not having the mental capacity to understand the service and therefore unable to instruct us. Other reasons may include an assessment that the situation is unsafe for a volunteer, that the requirements of the service user do not fit within the service provision, or that there are third parties involved that would make it difficult for us to offer the help and support required.

Introduction of Volunteer to Service User

1. The coordinator will meet volunteer outside of service user's home and go in together.
2. Introductions will be made by the coordinator who will also make sure the service user know why you are there (you may need to remind them of your previous visit.)
3. The coordinator will then provide ongoing support to volunteer on an 'as and when' basis but maintain regular update contact with the volunteer, who will at least once a month submit a monthly report to their coordinator. They will then read and action any issues once a completed monthly report form has been received.

Subsequent visits are usually undertaken by the volunteer on their own, however in difficult situations, future joint visits may be arranged with the coordinator.

Tips for the visit

- Give your full name and explain that you work/volunteer for Age UK Norfolk. Ascertain how the service user would like to be addressed – Mr/Mrs/Ms or by their first name.
- Provide an overview of the service including:
 - support provided by volunteers,
 - all volunteers/staff are DBS checked and referenced,
 - All discussions remain confidential, unless a potential Safeguarding issue is identified which would have to be reported.
 - The service is flexible and once a volunteer is allocated, visiting times/ dates etc. will be arranged between service user and volunteer.
- Explain that you need to ask a few basic questions about the following:
 - Do they need a loan device?
 - If they already own one, what support they require from the volunteer.
 - If they do not already own a device, at the end of the 12 weeks, are they in a position to purchase one. Explain that dependent on their needs of the device the price can range from around £100-500.

- Ask if they have any questions and finalise the visit discussing next steps. Leave an Age UK Norfolk contact postcard with the names of those that visited the service user.

Once the above is complete recap back to service user to check their understanding of what we are offering.

Note to staff - As soon as possible write up the visit on CLOG, record the consent and any known risks. Record if a tablet has been loaned.

Age UK Norfolk's 'How To' Guides and videos

We have a comprehensive library of 'how to' guides. These are saved on our Teams channel which can be accessed by staff. Staff will provide relevant copies to volunteers. We also have some 'how to' videos on our YouTube channel [AgeUK Norfolk - YouTube](#)

Volunteer Reporting

Volunteers are required to submit a report for each service user following each visit or at the end of month. Volunteers will be provided with a link to the report to complete. Volunteers are required to complete this even if there has been no visits or support provided that month. It is useful for us to know why you haven't provided support e.g., 'Service user is in hospital'.

We ask you to provide the requested information by the **5th of the following month** allowing AUKN to meet the organisations reporting deadlines. Volunteers may receive a follow up if the information is not provided on time.

The information you provide enables us to produce reporting for our funders, CEO and Trustees' as well as updating your coordinator on individual cases.

Note to staff Coordinators are responsible for transferring information from the Microsoft Form link to CLOG.

Closing a Case

We usually close a case as all tasks have been completed. If both the service user and digital champion agree to close the case, the volunteer must inform the staff team. The staff team will then make a final phone call if needed. The service user will also be required to return any items they hold.

In certain circumstances we may have to close a case prematurely. This may happen for a variety of reasons, for example:

- If a service user loses mental capacity.
- If a service user is presenting false information.
- If a service user is acting unlawfully.
- If a service user is abusive in anyway.
- If the circumstances of the case are beyond Age UK Norfolk's limitations.

- Any other situation that becomes untenable for Age UK Norfolk.

If any of the above occur, after giving the situation due consideration, a letter will be sent from Age UK Norfolk if required, explaining the situation and giving comprehensive reasons for the termination. Depending on the circumstances it may be appropriate to offer the service user our Complaints Procedure or complete this in person by the coordinator or manager.

In all cases the volunteer needs to end all contact with the service user and both parties need to be advised that if they continue a relationship this is outside of AUKN and there will be no insurance cover in place.

Note to staff – Don't forget to update CLOG - Complete all open actions, add in the referral closed date in the summary tab, complete the job card. (Be careful not to close a job card for another service), complete the reporting in the referral header in the history tab.

Deceased clients

Check the client's history on CLOG and ensure you email anyone with a relevant outstanding action that the service user is deceased so they can take any action for their service.

Make the service user deceased on CLOG, this will end all projects and close all actions, so it is important that you let anyone know who has an open case with the client. E.g. Befriending if they have an open case on CLOG or any active workers on a case that you are aware of e.g. a social worker.

Frequently Asked Questions

My service user wants IT technical support.

Let them know that we are unable to help but can signpost them to I&A for some advice on who maybe able to help them.

My service user would like help to set up a router, can I help with this?

Due to the digital switchover ([Moving to Digital Voice | BT Help](#)) this could well be a common question. We would not take this referral on a standalone basis, but if we are there and it a simple process, we can support with this.

My service user is having printer issues, can I help fix the issue.

We have to be mindful that we are not there to fix an issue we are there to support a service user to learn how to use a digital device. We do not want to risk breaking their printer so we should signpost to I&A for more information.

My service user wants to know which data pack to use for their phone/tablet.

We should not make any recommendations and should suggest that they speak to a professional who can advise them on how much data they need for their use/budget etc.

My service user has unfortunately passed away, what should I do?

If we visit and find the service user deceased/nonresponsive 999 should be called immediately

If a volunteer is made aware that a service user they are supporting has passed away, they should inform their coordinator as soon as possible.

What to do if things go wrong

Things may go wrong for many reasons such as:

- Misunderstanding what a service user is saying.
- If the service user has provided you with inaccurate information.
- If you have not checked or been brought up to date with current information.
- If you discover that you have given out inaccurate or inappropriate information.

If this happens the volunteer should make detailed notes of the situation on the Monthly Task List Update sheet and make the staff team aware of the situation immediately. If it is urgent do not wait to update the staff team.

Do not attempt to re-contact the service user without first discussing it with the Staff Team.

If appropriate refer the service user to the complaint's procedure.

Concerns for your Service User

If you are concerned for your service user and there is no response to visits or telephone calls the first thing to do is to contact your coordinator. The most common reason for this is that the service user has been taken into hospital and we have not been made aware. The coordinator will then review the file and make some enquiries. This could be with a care agency if we know they are involved or with Social Services/Police 101 if we are concerned and all other options have not provided a response.

Social services/101 will not be able to let us know where the service user is (hospital etc) but they would be able to let us know they are safe.

Working with people who do not engage

We do often work with people who struggle to engage. We will do our best to engage with these service users however if we are unable to help, we will end the service.

Refer to appendix section for a "Toolkit" for when a service user is not engaging.

If you continue to struggle with a service user who will not engage, please speak to your coordinator.

False information from a service user

Volunteers must remain impartial and assume what the service user says to be true. However, if it becomes clear that false information is being presented the service user must be informed of the consequences of their action. If the service user still wishes to pursue the matter, based on providing false information, they should be informed that Age UK Norfolk cannot act on their

behalf. Volunteers should always discuss this with their coordinator if they suspect false information has been provided.

Useful Information

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| Age UK Norfolk Service Guide | Age UK Norfolk Service Guide – Volunteers and staff should be familiar with the full range of Age UK Norfolk’s services and aware of any referral criteria. | https://www.ageuk.org.uk/norfolk/our-services/ |
| Age UK Norfolk and National Information Resources | This is an index of our factsheets; all factsheets can be found on our website and can be shared with volunteers and service users. | https://www.ageuk.org.uk/norfolk/ Age UK factsheets and information guides Age UK |
| InTRAN – NCC Translators | If we have a service user whose first language is not English, we can look to use NCC’s translation service. If this is needed it should be arranged via a coordinator. | https://www.intran.org/ (Coordinators – We require a code which is saved in Training and Support channel in Teams) |
| Ideas for Ears | We have been given access to this 45-minute training video in collaboration with Age UK National and Hearing link, as charity supporting hearing loss. They have produced a video resource to support people who are using phone and video calls to deliver services to older people, a high proportion of whom have hearing loss. The video by Ideas for Ears is highly practical and looks at problems caused for those not easily able to hear and follow what’s said on phone or video calls, and how to fix them. Phone and video calls are being used far more than ever before due to COVID-19. The video will help managers, staff, and volunteers to make | https://www.screencast.com/t/WQsuKu7BT |

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| | <p>their phone and video calls easier for people to hear and follow. The video is spilt into 3</p> <p>Part 1 – why it matters</p> <p>Part 2 – the challenges experienced by older people when using phone and video services</p> <p>Part 3 – how service providers can reduce or remove the challenge</p> | |
| Places for People - Free phones | Places for People may be able to provide a free phone to their tenants | |
| 159 | <p>STOP, HANG UP, CALL 159</p> <p>If you think someone is trying to trick you into handing over money or personal details – stop, hang up and call 159 to speak directly to your bank</p> <p>How it works</p> <p>159 works in the same way as 101 for the police or 111 for the NHS. It's the number you can trust to get you through to your bank safely and securely, every time. So if you think someone is trying to trick you into handing over money or personal details – stop, hang up and call 159 to speak directly to your bank.</p> <p>What does it cost?</p> <p>The cost of calling 159 will vary according to your phone provider. In many cases this will be the same as a national rate call. Please ask your provider for details.</p> <p>Who can use 159?</p> <p>The banks that can be reached through 159</p> | |

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| | <p>are:</p> <p>Bank of Scotland Barclays Chase Co-operative Bank First Direct Halifax HSBC Lloyds Metro Bank Modulr Monzo Nationwide Building Society NatWest Revolut Royal Bank of Scotland Santander Starling Bank Tide TSB Ulster Bank</p> <p>The telephone companies involved in 159 are:</p> <p>BT (including EE and Plusnet) Gamma O2 (including giffgaff) Sky Three Vodafone TalkTalk Virgin Media</p> <p>159 is our first public-facing initiative.</p> | |
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| | <p>Intended for use by consumers, 159 provides an easy route back to safety when you get an unexpected phone call about a financial matter. Easy to remember, the short code number now connects customers of more than 99% of the UK's retail bank current accounts safely and directly with their bank. Unlike many long-form numbers, 159 cannot be spoofed or impersonated.</p> <p>We launched 159 as a pilot to prove the concept's value. Looking ahead, we plan to develop it further, expanding the number of destinations serviced, and making a better customer experience. We will also ask Ofcom the communications regulator to consult on making 159 a mandatory "Type A" number, like 999, or 111. Read on for more about our ambitions for 159.</p> <p>159: A Growing Success</p> <p>159 plays a vital role in keeping people safe and it has not stood still. More than 560,000 calls have been made to the number since it's inception. It has been expanded to bring in new banking destinations, including Bank of Scotland, Barclays, Co-operative Bank, Chase, First Direct, Halifax, HSBC, Lloyds Bank, Metro Bank, Modulr Finance, Monzo, Nationwide Building Society, NatWest, Revolut, Royal Bank of Scotland, Santander, Starling, Tide, TSB and Ulster Bank.</p> <p>https://stopscamsuk.org.uk/our-work/159-phone-number/</p> | |
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| | https://stopscamsuk.org.uk/campaign/get-help-now/ https://www.bbc.co.uk/news/articles/c0k8ymynl87o | |
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Appendix

All appendix documents can be found in the appendix folder on the Volunteer Information Hub [Volunteer Information Hub \(ageuk.org.uk\)](http://ageuk.org.uk)

| Document Name |
|---------------------|
| Engagement Tool kit |

Document Control

| Last Updated date | Updated by | Changes made | Date shared with staff and volunteers |
|-------------------|------------|---|---------------------------------------|
| 25/05/2021 | Jen Field | New document | 25/05/2021 |
| 13/06/2024 | Jen Field | Reviewed and updated entire manual | 13/06/2024 |
| 10/01/2025 | Jen Field | Adde din 159 to useful info | |
| 10/01/2025 | Jen Field | Updated staff Team list (Remove JF) | |
| 10/01/2025 | Jen Field | Personal Safety – updated to reflect the updated policy | |
| 10/01/2025 | Jo Asbury | Updated appendix – Engagement Toolkit | |