



Your guide to  
**being part of our  
volunteering team**





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# Welcome

## Welcome to Age UK Norfolk from the Chief Executive

Thank you for giving your time to help Age UK Norfolk improve later life for the people of Norfolk.

This handbook gives you information that will help support you in your volunteer role with Age UK Norfolk. We want your time with us to be an enjoyable experience.

You need the following information as part of your introduction to Age UK Norfolk and it will be a useful reference point later on.

Please ask if you want to know more about our work. If you have any suggestions on how we can improve the work of Age UK Norfolk please do let the Volunteer Coordinator know.

We rely on volunteers to help manage, develop, and run many of our services.

Age UK Norfolk recognises the energy, commitment, and creativity that volunteers bring to the charity in helping us to fulfil our objectives. We are committed to providing support to our volunteers and to acknowledging their valuable contribution to the well-being of older people across Norfolk.

Your time, skill and enthusiasm will make a very big difference to the lives of older people.

Ann Donkin

Chief Executive (Interim)



# Introduction

## A brief introduction to Age UK Norfolk

Age UK Norfolk is an independent, local charity. We have over 75 years' experience of supporting older people and their families living in Norfolk. We raise our own funds and rely on local fundraising to provide vital services across the county. Age UK Norfolk is managed by a board of trustees who are themselves volunteers. Age UK Norfolk is a brand partner of Age UK.

## Age UK Norfolk contact details

Our office is at:

Age UK Norfolk,  
Henderson Business Centre,  
51 Ivy Rd,  
Norwich  
NR5 8BF.  
(01603) 787 111  
[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk).

The Volunteer Coordinator can be contacted on 01603 785 210,  
[volunteering@ageuknorfolk.org.uk](mailto:volunteering@ageuknorfolk.org.uk).





Full information on Age UK Norfolk's charitable activities can be found on our website [Age UK Norfolk | Our Services](#) through these services we aim to promote the well-being of older people across Norfolk.

- **Information and advice** is available to anyone aged 50 or over, their family, carers or professionals. Advisers can help with subjects such as benefits, funding and grants, lasting power of attorney, social care assessment, local services and support. The helpline is open Monday to Friday 10 am to 4 pm on 0300 500 1217, [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)
- **Community advocacy** supports people over 50 with phone calls, writing letters and ensuring procedures are followed.
- **Money matters** supports people over 65 with handling day to day management of household finances.
- **NHS complaints** supports people over 60 who are making or thinking of making a complaint about NHS services.
- **Telephone befriending** offers people aged 65 and over companionship by phone with a friendly weekly call to help ease feelings of loneliness and isolation.
- **Digital Inclusion** Our 'Let's Get Digital' project is a service for anyone over 50 who would like to learn how to use their device and get better connected.
- **Travelling Companionship** Our service matches lonely and isolated older people with a trained volunteer travelling companion. We aim to reduce loneliness amongst lonely and socially isolated older people by helping them to reconnect with their local communities, friends, and family, and to help them to take steps in leaving their homes to use public transport, community transport, and taxis. It will also support them in walking and cycling and help them to address the barriers they face in going out, such as anxiety and a lack of confidence. Their companion will accompany them on journeys and provide empowering support to enable them to be able to take the journey alone eventually.



## Volunteering roles with Age UK Norfolk

Age UK Norfolk has the following volunteer roles:

- **Money matters** volunteers visit the older person in their own homes and help them with their day-to-day finances. Many people have, after the death of their partner, had to deal with their finances for the first time and need help to set up a bank account in their own name and arrange for payments in and out. This may involve a small number of visits or may be ongoing.
- **Welfare benefit** volunteers can visit older people in their own homes and care homes or on some occasion help either via telephone or video call, by helping them complete forms for benefits such as attendance allowance
- **Telephone befrienders** make a friendly weekly call from their own home to an older person in Norfolk who may be lonely or isolated.
- **Information and advice** volunteers respond to request for information about issues such as benefits, social care and lasting power of attorney. Volunteers deal with calls according to their level of knowledge and experience.
- **Advocacy** volunteers visit older people in their own home or care home and provide practical help with phone calls, letters and face-to-face interviews. They help people with concerns such as consumer issues or sorting paperwork.
- **Digital inclusion** volunteers support an older person in Norfolk to teach them how to use a tablet/iPad with weekly visits/calls for around 8 weeks.
- **Travelling companionship** volunteers help older people to build up their confidence to be able to get out and about. This can include going for walks, getting on a bus or train, attending appointments or attending local community groups.
- **Fundraising and communication** – Volunteers help us by attending events to fundraise, help out on a stand at an event or even give a talk about the charity.
- **Trustee** – volunteers ensure our Charity is carrying out its purposes for the public benefit and that we comply with our Charity's governing document and the law. If you have the skills to help, please let us know.
- **Other** - there are also from time to time roles in administration



## Age UK Norfolk's Mission Statement

Our mission is to make Norfolk a great place to grow older. Our strategy is split into different areas and everyone sits within one of these objectives, which are in brief:

**advising and informing.** Helping older people to make informed choices and remain independent for longer.

**supporting and enabling.** Improving the health and well-being of older people.

**maintaining and developing.** Ensuring our sustainability.

### Our commitment to you

You have become a volunteer for Age UK Norfolk. You are an important person to us and we promise to help you get the most out of your voluntary role.

### Helping you feel part of the organisation by:

- making your volunteering experience enjoyable
- being treated equally and without discrimination
- receiving respect and consideration at all times
- making sure you have a supervisor who supports you and who you can talk to if you have any problems or difficulties
- informing you clearly what you are expected to do
- giving you constructive feedback on your contribution.
- Providing regular updates via the Grapevine newsletter.
- Recognition of long service (1, 5, 10, 15 and 20 years)

### Fulfilling legal and other requirements by:

- providing insurance cover for your voluntary work
- refunding your out-of-pocket expenses (e.g., travel)
- ensuring your health and safety at work – please let us know if you have a disability or mobility barrier so we can complete a risk assessment to ensure that any reasonable adjustments to support you in your volunteering role can be made

*“It is a great privilege to be allowed into our clients’ homes and hear about their unique and interesting lives.”*



## Your commitment to us

As a valued volunteer for Age UK Norfolk, you will be expected to follow certain rules which help things run smoothly. You are in a position of trust. Whatever your task, we ask you to help us to preserve Age UK Norfolk's good name and good reputation in our work with older people by:

- Being reliable - older people depend on our help, so if you have to change your plans or fall ill, or cannot turn up on time, please let us know so that we can make alternative arrangements.
- Attending training - Age UK Norfolk provides training to enable the volunteer to fulfil their role.
- Volunteering within the boundaries of the service and adhering to the guidance within your service manual.
- Being familiar with Age UK Norfolk policies and procedures
- Comply with reporting requirements, such as letting us know how many hours you have volunteered for each month.
- Ensuring you keep us up to date with any changes e.g. address, bank details for expenses, next of kin etc

## Responsibilities of the organisation to volunteers and service users

- Provide Professional Indemnity and Public Liability Insurance (more information can be found in the Volunteering Policy) there is also a duty to ensure that the conditions of insurance are complied with.
- Follow legal requirements, such as Health and Safety and Equal Opportunities.

## Induction

We will ensure that you are fully inducted into your role. You will receive a service manual along with any equipment you need for your role including a photo ID badge is required.

*"He's been an absolute rock. I've had a lot going on my life and I really look forward to speaking to him. It's so nice to just have a chat. He's such a lovely gentleman, so kind and caring. When I first started with the service I was really in a bad place, it's surprised me how much the calls have helped and uplifted me."*





# Volunteer Passport

Age UK Norfolk supports the Norfolk Volunteer Passport which helps volunteers gain knowledge and skills to help them find new roles more quickly and to move more easily between volunteering roles.

The Volunteer Passport programme includes:

- Five Level 1 core training modules provided by Norfolk Adult Learning in:
  - Introduction to Volunteering
  - Equality, Diversity and Inclusion
  - Health and Safety
  - Safeguarding Adults and Children
  - Person-centred working
- Support sessions during the training programme
- References
- Help to find a volunteering role, if needed
- Registration with Volunteer Passport scheme and an ID badge

Once a volunteer has completed the programme, they will be able to use the Volunteer Passport database to keep a record of their volunteering activity, further training and other information, which they can then share with organisations when they are applying for volunteering roles.

For more information, please contact [volunteercentre@voluntarynorfolk.org.uk](mailto:volunteercentre@voluntarynorfolk.org.uk).

This programme is something that we recommend volunteers look into but it is not mandatory In order to be a volunteer for Age UK Norfolk.

For more information, please contact [volunteercentre@voluntarynorfolk.org.uk](mailto:volunteercentre@voluntarynorfolk.org.uk).

This programme is something that we recommend volunteers look into, but it is not mandatory in order to be a volunteer for Age UK Norfolk.



# Important Information

## Expenses

Age UK Norfolk refunds reasonable expenses for volunteers. You can claim your expenses on a monthly basis.

expenditure should be dealt with as follows:

- Travel costs are paid per mile and the rate is determined by mode of transport – See expenses form
- Actual costs for public transport, car park expenditure and any other out of pocket expenses are reimbursed **on production of tickets or receipts.**
- Stationery items should be ordered by contacting your coordinator.
- Please note service users should pay for their own postage and stationary items.

Expense should be submitted no later than 2nd working day of the new month, to ensure prompt payment and should where possible be emailed to

[ExpensesAndTimesheets@ageuknorfolk.org.uk](mailto:ExpensesAndTimesheets@ageuknorfolk.org.uk) we can accept an electronic signature.

Alternatively, please post the form to our office.

**A link to the expenses form can be found on our website, if you require a paper copy please speak to the volunteer coordinator or your service coordinator. Ensure you have provided your bank account details to us so we can pay your expenses, if we do not have your details please ask your coordinator for a bank details form.**

## Social security benefits

If you are receiving any type of Social Security Benefit you should check that volunteering for Age UK Norfolk will not affect your entitlements.

## First aid

If serious injury or illness occurs seek professional advice. staff/volunteers who are not first aid trained cannot practice first aid. Should any member of the public require first aid or medical assistance, the appropriate medical/ emergency service should be contacted and Head Office notified.

*“At Age UK Norfolk you will be dealing with lovely people; and there is no compunction upon you to do more than you think you can.”*



## Reporting an accident

If you or your client / service user / member has an accident, whatever it is, you must report it to your coordinator, even if no action needs to be taken at the time. If there are any other problems like faulty equipment or working conditions that could be unsafe, you should report these, no matter how small or insignificant the problem appears to be. On-going 'risk assessment' is very important to help keep us all safe.

If you feel that weather conditions are too unsafe to drive then do not attempt your journey/turn back. In event of a car breakdown keep your self safe and request breakdown services. Notify client/Head office.

If the office is closed due to extreme adverse weather conditions we will contact all staff and volunteers.

## Fire

When at the Age UK Norfolk office make sure that you know exactly what to do if you discover a fire or the fire alarm has been sounded. Sometimes there will be a practice fire drill and you will need to leave the building immediately and assemble at the fire point outside. Never ignore the fire alarm. If you are working at another location do make sure you know where the exits are. Leave the building immediately and call the fire service for assistance.

## Criminal record checked and recruitment of ex-offenders

A disclosure and barring service (criminal records) check will be necessary as part of the recruitment process for all volunteer roles. The disclosure and barring service operates an update service which means that the organisation can carry out a check to see whether the information held about the individual has changed since the DBS certificate was issued.

Individuals can join the update service (not those who have a Basic DBS check) with the e reference number from their application as long as that application is received by the DBS within 28 days of the subscription being created or after the certificate has been issued using the certificate reference number as long as that is within 30 days of the date of issue displayed on the certificate.

We would encourage volunteers to join the update service, which is free for volunteers, as it will save the organisation money in applying for a new certificate every 3 years, which means that cost can go into supporting older people in Norfolk. Age UK Norfolk undertakes not to unfairly discriminate against any volunteer applicant on the basis of conviction or other information revealed.



Age UK Norfolk complies with the Disclosure and Barring Service Code of Practice regarding correct handling, use, storage, retention and disposal of disclosures and disclosure information. It also complies with its obligations under the General Data Protection Regulations.

### Problems

If you have any concerns about your volunteer role then do speak to your coordinator, a manager or Volunteer Coordinator. If Age UK Norfolk has any concerns about a volunteer's behaviour, we will speak to them directly. In some circumstances it may be necessary to suspend or bring a volunteer role to an end.

### Discounts

Did you know as a volunteer you are entitled to some discount, cashback and vouchers? [Charity Worker Discounts: Exclusive Discounts, Offers & Codes](#)

**Age UK Discounts Portal (provided by Aon)** - The Age UK Discounts Portal (provided by Aon) holds hundreds of offers for daily purchases from brands such as Apple, Boots, easyJet, Currys/PC World, major supermarkets and many more, with new benefits and offers available each week. There is also an app that can be used to get discounts on the go.

To register for the site, please visit [www.ageuk.discountsandrecognition.com](http://www.ageuk.discountsandrecognition.com), click register, and enter your details, making sure to use your Age UK email address and the code "AGEUK" (any volunteers who do not have an Age UK email address can use their personal ones instead).

### Training

Volunteers will be alerted to any internal training opportunities at Age UK Norfolk, which would be appropriate for their role.

Please watch our Volunteering video on Safeguarding <https://youtu.be/560EWn1mVOY>

We would like to highlight the below which volunteers can access for free  
**Norfolk County Council St Thomas Safeguarding Training**

A face to face free 3 hour course available at different venues around Norfolk. It is not essential for volunteers to do this course but can be helpful especially for those that do home visiting.

To book online [Safeguarding Adults and Mental Capacity Act training commissioned by Norfolk County Council - Booking by Bookwhen](#)

Choose 'Safeguarding Adult Awareness' then in the bottom right hand corner select Unpaid volunteer in Norfolk.

Share your certificate with us once you have completed the course so we can update your training profile.



## Dementia Friends

Access to some useful video's on topics around how to work with and support someone with dementia.

To watch the online videos all you need to do is click [here](#) and it will take you to the Dementia Friends website. Then you will need to enter Age UK Norfolk's unique code which is: **Nor17484** (you do not need to log in to do this) It would help us if you could also write your name in the comments box so we will be notified who has taken part on our portal, then we can update your volunteering record

## Lion fridge pots

This is a simple idea designed to encourage people to keep their basic personal and medical details on a standard form and in a common location – the fridge!

For more information <http://www.lions105sw.org.uk/district-projects/message-in-a-bottle/>

## Insurance

Age UK Norfolk has insurance at the level expected of a charity. Volunteers will be protected by our insurance as long as they operate within Age UK Norfolk policies and guidelines. It is however the responsibility of all volunteers who are required to use their own car/vehicle to carry out voluntary work. E.g. driving to service user visits, or attending talks or events to ensure that they are covered with the correct level of insurance with their motor insurance provider, this must include business mileage. There is usually no charge to add this cover on to your existing motor insurance policy. If you are unsure if you are fully covered you speak with your insurance provider to ensure your liabilities in case of a claim are covered.

**Even if your own insurance allows; it is against Age UK Norfolk guidance to take any service user out in your own car.**

## Policies and Procedures

Our policies and procedures are there to protect staff, volunteers and the charity. You will be asked to sign to confirm you have read and understood these policies and handbook. A link to all of these policies are on our website. Paper copies can be made available upon request or can be accessed at our office.



- Anti Fraud May 22
- Complaints Policy May 22
- Data Protection
  - Confidentiality Statement June 23
  - Data Retention Policy schedule Feb 24
  - Use of own devices policy July 23
- Equality and Diversity Policy 10.12.21
- Finance Sub Committee – Financial policy & Procedures appendices Nov 23
- Fundraising Policy and Procedures 10.12.21
- Gifts, Tips Legacies and Anti bribery '21
- Health & Safety Handbook June '21
- IT Policy and appendix '21
- Lone Working Policy '22
- No.6 Conflicts of Interest '19
- Policy – DBS Checks 18 Oct 2023
- Policy – financial policy procedures 3 Nov 2023
- Policy – Recruitment of ex offenders policy 20 July 2023
- Safeguarding
  - Safeguarding Policy 20 Dec 2023
  - Safeguarding Flowchart
  - Safeguarding Report form
- Serious Incident
  - Policy - Serious Incident Charity Commission – What to report July 2023
  - Policy – Serious Incident Reporting July 2023
- Professional Boundaries Policy 10.12.21
- Social Media Policy May 22
- Whistleblowing Policy 12.12.21
- Risk Assessment
  - Policy Health and Safety Risk Assessment Checklist
  - Risk Assessment Community Support Feb 24
  - Risk Assessment home or office working environment Feb 24
  - Risk Assessment remote support Feb 24

We would especially like to draw attention to the lone working policy for home visiting volunteers. This policy covers how Age UK Norfolk requires you to log your visits. This is so we know where you are in case of a safeguarding issue. Please also familiarise yourself with the safeguarding policy and flowchart in the safeguarding policy.

### Case Studies and Quotes

Obtaining case studies are important, we use the case studies to show to funders that we are providing a great service with their money, they also help us to



show the service we provide when bidding for extra funding. It is also a great way for other older people to understand the service and we use local media to raise awareness of our services to reach the hardest to reach, vulnerable older people across the county.

A case study can be about a small piece of work or about the case as a whole, we are looking for cases where we have:

- Made a big difference to their lives, improving their health and/or wellbeing.
- Where we have worked well across services

### **Service user case study**

When we are completing a case study, we need consent from the service user. Case studies can be anonymous; we do not have to use the service users name however it does help to paint a picture with words if we can.

We can also log good quotes so if a service user gives you some good feedback then please let your Coordinator know so again we can put this on our system.

### **Volunteer case study**

We can of course use a case study from a volunteer perspective, showcasing your experience.

If you identify a suitable case study, please notify the coordinator who will advise you what to do next.

### **Conflict of Interest**

It is important to be aware that some situations may lead to a 'conflict of interest'. At all times, we must remain impartial and independent. Any conflict of interest must be declared to AUKN as soon as this conflict is discovered.

### **Media**

Enquiries can come from the media at any time. They may be about a national campaign, a local press release from Age UK Norfolk or just a topical item they wish to include in the day's news. Enquiries come from the press (mainly Eastern Daily Press or Eastern Evening News) and local radio (Radio Norfolk).

Remember, you do not provide comment or talk to the media just because they ask you to. You are not expected to deal with enquiries from the



media. You should not give any comment on issues, even if the media are persuasive or become insistent.

Refer calls from the media to the staff team or the CEO's office.

### Complaints about any Age UK Norfolk services

Anyone who expresses a desire to complain should be immediately informed of the Complaints Procedure, this can be found on our website [How do I make a complaint? | Age UK Norfolk](#). They should be reassured that we welcome feedback about services so that the services can be improved and that their complaint will be taken seriously.

## Frequently Asked Questions

### **Can I take a service user out in my car or go with them in their car?**

No unfortunately this is not a service we can provide due to our insurance. If you have a specific question on this please speak to your service coordinator as our services have varying boundaries and limitations.

### **Can I take a gift to my service user?**

Unfortunately not as this could be seen as a bribe, this includes taking a snack to eat for them or a meal. If you are concerned about your client as they are not eating please speak to your coordinator. – See the Gifts policy for more information.

### **My service user has asked me to do something for them that is not in the remit of the service, such as shopping/going to the bank. Can I?**

Always double check with your coordinator as if we can't help we will be able to signpost them to someone who can.

### **Can I push my client in a wheelchair/physically support them to mobilise?**

No, we are not covered for this under insurance. Unless this has been agreed by Age UK Norfolk prior to your visit and you have the appropriate manual handling training. If your client falls please contact 111 or 999.





### **Can I visit my client at the weekend?**

To ensure your safety we can only allow home visiting as per the lone working policy/Risk assessment community support. If you need to visit outside of these hours please make an exceptional circumstances agreement with your coordinator.

### **Can I volunteer for more than one of your services e.g. Telephone befriending and Travelling Companionship?**

Yes, please speak to our volunteer coordinator.

### **Can I send the person I am supporting a birthday/Christmas card or a gift?**

Unfortunately not, please see the gifts policy for further information.

### **The older person I am supporting has asked me about Age UK's chargeable services, what should I say?**

Avoid implying directly or indirectly that any product or service is better than another and suggest they contact our Information and Advice Team.

*“Volunteering has helped my self-esteem and confidence. I have met some lovely, interesting people and made new friends. “*



# Thank you for Volunteering with Age UK Norfolk

