Welcome to the Somerset You can Do Services.

May I take this opportunity to thank you for agreeing to join the SYcD Services and offering your services as a volunteer with Somerset County Council?

SYcD working in partnership with Somerset County Council are responsible for recruiting, placing and supporting volunteers within the Council’s social care services.

I hope you enjoy your placement and please feel free to contact us if you have any concerns about your volunteering or you would simply like to find out more about the opportunities the services has to offer. The team will be happy to talk to you, either on the phone or by arranging a meeting.

The team is made up of the following people

|  |  |  |
| --- | --- | --- |
| **Bryan Mitchell** | **SYcD Services Manager** | **01278 664182** |
| **Peter Wood** | **Senior Services Development Officer** | **01278 664181** |
| **Sue Hunter** | **Service Development Officer** | **01278 664183** |
| **Marilyn Stephens** | **Service Development Officer** | **01278 664180** |
| **07717 138617** |
| **Vanessa Norton** | **Service Development Officer** | **01278 664180** |
| **07584 338810** |
| **Patti Hodgson** | **Service Development Officer** | **01278 664180** |
| **Jenny Wood** | **Service Development Worker** | **01278 664180** |
| **07990 787640** |
| **Brenda Fowler** | **Volunteer Development Worker** | **01278 664180** |

Thank you again and I am delighted that you have chosen this way of helping other people in your local community.

Regards

*Bryan Mitchell*

SYcD services manager

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**Somerset County Council**

**Social Care Services**

Confidentiality agreement

**For use by agency staff & volunteers**

Somerset County Council has a duty in law to protect personal information. Any matters of a confidential nature, including particular information relating to service users, individual staff records and details of contract prices and terms, must under no circumstances be divulged or made available to any unauthorised person(s). Information must not be used for personal gain. It is the responsibility of all staff & volunteers to be aware of their obligations in respect of the Data Protection Act 1998, and the Computer Misuse Act 1990. Staff & volunteers may not make statements to the press or other media in an official capacity on County Council matters unless their job description/role requires them to do so. It is the responsibility of each member of staff or volunteer to be aware of and to comply with the Standards of Conduct, which highlight your responsibility in respect of confidentiality.

I [full name] ……………………………………………………. give my agreement to Somerset County Council Social Care Services that I shall comply with the above statement. I confirm that I shall also comply with the principles of the current Data Protection Act (shown overleaf).

**Signed** ………………………………………………………..

**Role title**  ………………………………………………………..

**Area and team** ………………………………………………………..

**Date** ………………………………………………………..

Form SS801

Somerset County Council statement on Data Protection

Somerset County Council attaches great importance to ensuring the confidentiality, security and accurate processing of information held in both computer and manual systems.

The 1998 Data Protection Act extends data protection legislation to cover certain personal data held in manual systems as well as on computers, places strict conditions on the processing of ‘sensitive’ personal data and strengthens individual rights (including enhanced right of access to personal data). The County Council has an obligation to apply rigorous standards when processing information and commits itself to ensuring that both the word and spirit of the legislation are followed.

The Act is underpinned by eight Data Protection Principles. These principles state that personal data shall:

* be processed fairly and lawfully
* be obtained only for specified and lawful purposes
* be adequate, relevant and not excessive in relation to the purposes for which it is processed
* be accurate and kept up to date
* be kept for no longer than is necessary
* be processed in accordance with the rights of data subjects under the Act
* be subject to appropriate measures to protect against unauthorised or unlawful processing
* have certain restrictions for any transfer outside the European Economic Area.

The County Council commits itself to this Act and to this end provides an assurance that personal data will be treated with the fairness and confidentiality required by the legislation. Data subjects will have the right, on request in writing, to be supplied with:

* details of the purposes for which information about them is being held
* copies of the personal data itself, and
* details of any person(s) to whom that data is disclosed.



NVB Awarded 2011



Working in partnership with

Somerset County Council



SYcD online training

**Equality, Diversity and Inclusion**

**Confidentiality Matters**

**What you need to know about Data Protection**

**What you need to know about Information Security**

**Additional online training:**

**Everyday 1st Aid**

**Access to this online training via SYcD website:**

**Somersetyoucando.weebly.com**

**Click – Volunteering**

**Volunteer Resources**

**Password: sycd volunteer**

**Also available to view/download: Volunteer Induction Resources**

**Links to SCC Children Services web pages**

Volunteer Guidelines and policies

The Volunteers’ Agreement

Once you have been registered and you have talked about and agreed which service you would like to volunteer in, a member of the SYcD Services team will arrange a meeting with the host service so that you can talk more about the placement. If you are happy with the placement offered, a three-way agreement will be agreed and signed by everyone who is involved. This agreement will be simple list of rules that everyone agrees to follow. The agreement will be about things like reliability, training required, policies and procedures, expenses, and the minimum level of support you will have.

The volunteer and the host service will also make a Volunteering Plan which will be about things connected with the volunteering tasks, such as roles and responsibilities, reliability, protecting confidentiality and treating everyone with respect and dignity. It will also list the type of support you will have from the host service, the name of the person responsible for providing that support, and how often they will meet with you.

These agreements are designed to make sure that you the volunteer and the host services are clear about what your roles and responsibilities are.

Equal opportunities

The County Council has issued the following statement, which applies to everyone involved in delivering its services, or using its services: “Somerset County Council positively values diversity, and celebrates cultural and social differences. Our Equal Opportunities promise is to provide all services of equal quality that meet your needs and fulfil your rights. You can expect to be treated fairly, with respect, dignity and understanding whoever you are and whatever your background”.

More detailed statements about the Equal Opportunities policies of Somerset County Council and Somerset Partnership are available on request or on our website www.somerset.gov.uk.

We are committed to providing equal opportunities for all groups, and will not discriminate against any person or group either directly or indirectly on any grounds. To this end, we will make sure that all services are available and accessible according to assessed need and clear criteria, and without any discrimination; and that the same range and quality of service is offered to all service users. All staff and volunteers are expected to respect service users as individuals, recognise that some individuals belong to groups that may be discriminated against, and work to empower them as individuals.

All staff and volunteers should be aware of the power of language and make sure that they communicate in a way that is anti-discriminatory and anti-racist. .

Confidentiality

Confidentiality is about respecting the privacy of the people we work with. In the course of your voluntary work, you will pick up a lot of information about the people you work with. The general rule is that information you get about people in your voluntary work should not be passed on to anyone outside your voluntary “work place”. This includes friends and family, and you may have to explain this to them. As our work depends on trust and confidence, breaking the confidentiality rule can be very damaging. Anyone who breaks it can be asked to leave our service.

If you have concerns about confidentiality, for example if you have been told something in confidence that you feel should be passed on to someone in authority because you suspect the person may be being abused, please talk to the head of your centre or unit, your staff supervisor or their manager or the SYcD Services. You may find yourself working closely with staff, and may also find out a lot about them. This information is also confidential and not to be passed on to anyone outside the voluntary work place.

Voluntary work may raise issues in your mind, or provoke feelings, which you would like to discuss with others or simply “off load”. Please talk to the member of staff you link with in supervision (see below), other members of staff or someone within the SYcD Services.

Reliability

The work you do is important, and clients and staff will be relying on you to keep to your agreed commitments. If for any reason you have to cancel or change your arrangements, please give as much notice as possible to those you are working with.

Unemployed, sick, or disabled?

There are many different opportunities for doing voluntary work where your services would be of great value. Voluntary work does not replace paid full-time employment. But it can be a stepping-stone towards paid work and offer you the opportunity:

* to develop new skills and build your confidence in handling new situations
* to learn more about yourself and other people
* to share your expertise with others.

Perhaps of greater importance, you will realise that:

* your services are needed
* you have a lot to offer

Expenses and payment

If you depend on Incapacity Benefit, Severe Disablement Allowance, Job Seekers Allowance, Income Support and/or Housing Benefit, you can still receive these while doing unpaid voluntary work. You can also receive reasonable expenses without endangering your rights and without any reduction in your benefits. For details, contact Jobcentre Plus.

It is important to note that in some circumstances you may be able to do some paid work without your benefit being affected. Depending on the range of benefits you receive, you can earn up to a given sum of money. However, your benefit may be reduced by any amount that you earn over this set sum (unless the amount is strictly tied to certain expenses).

If you are claiming benefits, it is important that you inform Jobcentre Plus before you start your voluntary work. You will be asked for details about the work and you may be asked to sign an ‘Availability Form’, and to say what money you will earn if any and what out of pocket expenses you will receive. If you do this, your benefit will not normally be affected.

Voluntary work and employment

It is quite acceptable to look on your voluntary work as a way to build up experience and confidence that will help you to get a paid job. Using voluntary work in this way may be valuable for any future employment. If you tell us at your interview that you are looking for work experience, we will do our best to offer you the right voluntary placements. It is, however, important that you value what you do for itself and not just as a means to an end. You will get much more out of it that way. Also, although it is sometimes possible for you to get a job in a place you have worked in as a volunteer, you should never expect this.

We would recommend that if you are interested in work in caring, you consult the Careers Service, relevant Colleges, or Jobcentre Plus about career routes and training. Do this sooner rather than later, as it may have implications for the voluntary work you choose.

Volunteers with extra needs

All volunteers have needs for support, recognition and guidance. However some people, because of disability or illness, may start voluntary work as a way to overcome problems of their own. Some people have extra needs such as help with access to buildings or communication. People with individual needs are welcomed as volunteers as long as they really want to be a volunteer.

If a person has a definite interest, we will do our best to find a suitable volunteer placement and overcome any practical problems that there may be. Many people who have had or still have extra needs are among our most valued volunteers.

Support, supervision and training

Once you begin work as a volunteer, you should have support and supervision from the person you are responsible to in the host service. Supervision is your opportunity to talk about any issues or feelings that you have when you are volunteering. How much supervision you have will depend upon the voluntary work you are doing, but how often you are supervised should be agreed in your Volunteering Plan. Supervision may involve talking to your supervisor on your own, or you may be invited to meet in a group with other volunteers.

Sharing your experiences, problems and concerns in this way can help you to understand the work better and learn alongside others. It can be helpful to know that other volunteers have similar difficulties. Supervision is particularly important when you are working alone, such as visiting people in their own homes. Ask your main contact for help if there is anything you need to discuss about your volunteering. The SYcD Services are available to provide support and act as an advocate on your behalf.

Why training?

Helping people is not easy. Sometimes even the people in greatest need are not willing to accept help and advice. Training should help you to understand the people you are asked to help. When we understand more about people’s needs and their relationships, we are less likely to judge their behaviour or lifestyle. It should also help you to understand more about yourself and the ways in which you can help.

Training will also help you to develop skills, such as the practical abilities necessary to help a disabled person, or skills in listening or interviewing. Sharing in a training course with other volunteers can be an interesting and enjoyable experience and can help you to stay enthusiastic and committed to a difficult task.

Preparation and training should help you to understand the work and where it fits in, as well as learning how to cope with specific tasks or service users needs.

All volunteers will receive induction training from SYcD Services, and induction training from the host. Volunteers may also be offered extra training that is specifically required to so that they can undertake their volunteer role. Some of the training for particular roles is a Health and Safety Requirement so you will have to agree to do it if you want to volunteer in this way. Some examples of training that may be required for certain roles are:

* Moving and Handling
* Basic Emergency First Aid
* Basic Food Safety

Insurance for volunteers

Volunteers will be carrying out specific tasks for us, with support and direction from professional staff. To be fully covered by our insurance you must be formally registered by us as a volunteer. You should check with your volunteer supervisor that you have been authorised to do a task if you are in any doubt. There are four main areas in which a volunteer should consider the question of insurance cover. These are:

* public liability
* personal accident
* loss or damage to personal property
* motor insurance

Public liability

The County Treasurer has arranged a general public liability policy covering all services and functions of the County Council. The policy provides “that the Insurance Company indemnifies the County Council in respect of all sums which the Council shall become legally liable to pay as compensation arising out of:

1. accidental bodily injury or illness (fatal or otherwise) to any person other than a person employed under a contract of service or apprenticeship with the Council, if such injury or illness arises out of, and in the course of, the employment;
2. accidental loss of or accidental damage caused to property where such injury, loss or damage arises out of the exercise of the functions of the Council.”

Volunteers who are undertaking activities for our organisations are indemnified as though they were employees for the purposes of this insurance. Public liability insurance covers all registered volunteers; there is no lower or upper age limit. This is, of course, only a summary of the insurance cover, and there are the usual exclusions and conditions. Volunteers may inspect the policy in the County Treasurer’s Department by arrangement. Contact your volunteer supervisor if you want more information.

Personal Accident

The County Council’s Personal Accident Insurance Policy covers registered volunteers who are over twelve years of age. The policy provides benefits to volunteers who, whilst acting on behalf of the Council, suffer bodily injury, although the amount of benefits may reduce according to the age of the volunteer for example, if they are over 70. This insurance cover applies only to people who are registered as volunteers with the Somerset County Council. Speak to your volunteer supervisor if you want to know more.

Loss or damage to personal property

The County Council is not able to provide insurance cover for these risks. Although there is no requirement in law, the County Council may be prepared to consider making a goodwill payment in certain circumstances (this is known as an ex gratia payment). You should check that your personal insurances provide adequate cover for this risk.

Volunteer drivers

Volunteer driving has special responsibilities. These responsibilities may seem daunting but you will probably find that much of it is familiar to you as a driver. However it is important that we have the same understanding about what is involved.

Licence checks

When you register with the County Council as a volunteer driver you will be asked to produce your valid driving licence, MOT certificate and insurance documents to make sure that they are up to date and that you are covered to drive for us. After that you will be required to produce these papers every year to make sure you are still able to drive.

Insurance

If your own insurance cover is for “Social Domestic and Pleasure Use” only, then you should be aware in case your insurance decides to change your cover to “Business Use” as it has been agreed with 50+ insurance companies that your premiums will not change and you should not be charged any extra. It is therefore important that you tell your insurance company that you are doing voluntary driving and receiving a mileage allowance. This allowance covers your expenses - it is not payment.

Beware - your no claims bonus, and whatever initial sum you may have agreed to pay in the event of a claim, are not protected by reason of the fact that you are a volunteer driver.

Age

Drivers can continue to drive as long as they have a valid driving licence and complete an annual self-assessment medical form that confirms they are fit to continue. A passenger or member of staff may sometimes raise concerns about a volunteer’s driving. In these circumstances the volunteer may be asked to undertake an assessment with an instructor.

Seat belts

Drivers and passengers are required to wear seat belts where they are fitted. A few people are exempted on medical grounds and will have a certificate to prove this.

Wearing a seat belt is the individual responsibility of anyone over the age of 14. Failure to do so may result in a fine. However, as many volunteer drivers carry older people, we would ask you to remind your passenger(s) of the need to wear the belt.

Some drivers carry children under 14. In this case, it is the responsibility of the driver to make sure that they wear the seat belt. The statement, “it is the responsibility of the driver”, means that failure to comply with the requirement could make you liable to prosecution and a fine.

Lap belts - under no circumstances should a rear (or front) lap belt be used to carry a passenger for the County Council, as these can cause serious injuries in the event of an accident. This applies to all age groups.

Babies and young children must ride in a suitable car seat. It is the responsibility of the driver to make sure this happens. If you have a passenger air bag fitted, you cannot fit a child seat into this seat unless the airbag has been deactivated.

A door- to- door service for passengers

Your passengers are our service users and this means that they are likely to be vulnerable. It also means that we have a responsibility for the service offered to them through you. The message here is that we ask you to take care of them from door to door. As many are older and/ or disabled, we ask that you see them from their house (have they got their key?) and into their destination, and on the return journey see them back into their home.

The Council makes a charge to service users for transport which has been organised for them; Drivers should not be involved in collecting payments for transport, or handling any other money for the service user.

Physical care

It is important that you take part in any Health and Safety training offered. Courses are available on how to help people who are disabled or frail in and out of vehicles, and what to do in an emergency. Emergency First Aid courses are also offered, any driver on the roads risks encountering other accidents, or people who have collapsed, and it helps if someone knows what to do.

Tax liability and volunteer drivers

There are situations in which drivers’ mileage allowances could be taxable by the Inland Revenue. This will depend on:

* whether or not you are liable to pay income tax
* How high your annual mileage is, relative to the cubic capacity (CC) of your car.

The SYcD Services can assist you with general information. If you are in doubt, you should contact your local Tax Office - for details see in The Phone Book under Inland Revenue.

Guidance and expectations

Volunteer drivers are not taxi drivers and they often get to know their passengers well. We expect drivers to give us information or observations about their passengers. People who are accepted as voluntary drivers will be given a copy of our booklet Voluntary Driving with Somerset County Council: Code of Good Practice and Safety Guidelines. They will also be offered appropriate training.

Health and safety

Volunteers working with our organisations are asked to behave in a safe and sensible manner, and make sure that they do not put themselves or our service users at risk. We have written this section to help you do this.

Volunteers are treated as staff for Health and Safety purposes, and so should follow our Health and Safety Welfare Policies. You can see a copy of this in each of our offices and units.

Your work with us will bring you into contact with many different people. Many of them may be particularly vulnerable to infections or injuries because of poor health or living conditions, or other factors such as hospitalisation. Also, working with us you may become more aware and informed about health risks that can affect any of the general public, but which are not well known, and this may increase your own anxiety. However, by being more informed you will, in fact, be more able to protect your own and others health.

Protecting the health of people who work with food

If you are engaged in providing food for customers, you will recognise the need for good hygiene. Some customers cook for themselves and it is important to tell them about any risks they may be taking, or explain any new information about food safety and risks. As a result of changes in Government and European law, there are demands on volunteers and staff to make sure food is safe.

This includes the quality of the kitchens where food is produced, the temperature of food, and contact between people and food. All volunteers who are involved in food preparation and serving will be expected to undertake the basic training available. The Centre in which you work will be notified of changes in Regulations as these are implemented, and will let you know about relevant training courses.

Infection

If a volunteer is suffering from an infectious complaint that could be passed to others in normal everyday contact, they should avoid contact with customers. This includes colds and flu as these can have serious effects on vulnerable people. If you are unsure about whether a health problem that you might have could be harmful to a service user, please contact your doctor.

Hypothermia

This is a dangerous condition, when a person’s blood temperature drops below normal. Older people are particularly at risk during the winter. If you would like to know more, please ask your volunteer supervisor or SYcD Services.

Protecting your own health – infectious diseases

HIV/AIDS is an infection that is passed to others through blood, seminal fluids or vaginal secretions. Saliva, sweat and tears are not a threat as a source of infection. However, this is not necessarily true of Hepatitis, of which there are several strains. Hepatitis is easily caught, and can be a serious health risk for the person who is infected. People can be Hepatitis carriers without knowing and without any major health problems. Others have serious health problems that can cause death. In society now there are an unknown number of carriers who could pass these or other diseases to other people through exchanges of body fluids. From the volunteer’s point of view, the main risk is contact with any body fluids or secretions. All bodily fluids and secretions should be treated as potentially harmful. The sensible precautions to take are as follows:

* Make sure all cuts and skin injuries are well covered with waterproof plasters.
* If you are cut or injured in any way that involves a skin breakage, wash thoroughly. It is important that you let a senior member of staff know about it.
* Ask your doctor about being vaccinated against Hepatitis, although it is not 100% reliable. If you are vaccinated against Hepatitis because of what you do as a volunteer and you are charged for this treatment, Somerset County Council will pay for it.
* If you have to help a client who is bleeding in any way, and you cannot get help from a member of staff, use Surgical Micro touch gloves, or failing that, thick household rubber gloves.
* Avoid contact with saliva or, if in contact, wash thoroughly afterwards.

Volunteers are not expected to assist people with their intimate personal care, but if you do have to assist in an emergency always wear gloves.

Avoiding injury

Most injuries could be avoided if thought was given to safety rules beforehand. If you are concerned about safety, contact a member of staff for advice. Be aware of the possible risks in your voluntary activity. For instance, be especially careful in the winter when icy surfaces are common, or in places where there are children’s toys on the floor.

Your back is especially vulnerable to injury and strain so take care. We do not expect volunteers to lift people, but there can be some “handling” and assistance that could cause strain or injury if it is not done properly.

Volunteers are offered training about “safe handling” techniques, and you should not take part in these activities unless you have received this training. If you need help from staff because of this, then do not hesitate to ask for it.

Complaints procedure

If people who are involved with us have any complaints about our services - or lack of them – it is important that we investigate them thoroughly. This applies both to you as a volunteer with us, and the people you work with for us. Many service users are dependent on others for assistance with everyday tasks and may lack confidence about voicing complaints or concerns for fear of the consequences. It is important that they are encouraged and enabled to do so.

For more information, please ask for the information sheet Know you’re Rights. There are also information sheets that explain about how to complain about Adult Social Care and Children’s Social Care. There is more information about this on the Somerset County Council website.

[www.somerset.gov.uk/feedback](http://www.somerset.gov.uk/feedback)

The local Manager or your volunteer supervisor is the first person to contact so that as many problems as possible can be sorted out immediately and informally.

Volunteers with complaints

As a volunteer you may at times have concerns or complaints, either about the way you are treated or the way a service user is treated. If this happens, the first thing you should do is discuss your complaint directly and as soon as possible with your volunteer supervisor or their manager. If you do not feel the issue has been resolved or you are not sure who to talk to you can talk to SYcD Services.

You can contact the local Area Manager or the Head of Service for the service you are working with if you are not satisfied with the response from other staff, or you can approach the Complaints Manager of Somerset Partnership, based in Bridgwater. If you are a driver, you can make complaints to Transporting Somerset on 01823 3552823.

If you have complaints, either about your own treatment or about the welfare of service users please let us know so that we can improve what we do.

For more information about complaints please see the Volunteer Grievance and Disciplinary Procedure. You should have been given this at your induction but if you do not have it, SYcD Services can give you a copy.

Other useful information

You can get information about a wide range of services provided or arranged by Somerset County Council from Somerset Direct.

For social care services the numbers to contact are:

Community services for adults 0845 345 9133

Services for children and their families 0845 345 9122

All information published by the County Council can be provided in alternative formats. For example large print, Braille, audio, and languages other than English.

The Internet: Information about all County Council Services, including Social Care Services, is available on the Internet at www.somerset.gov.uk.

Mental Health: Somerset Partnership NHS and Social Care Trust provide Services for people with mental health difficulties. The partnership also has office bases, in patient units, day services and staff located across the county.

The Emergency Duty Team: Outside normal office hours the Emergency Duty Team provide a social work service for the county. The duty officer can be contacted by telephoning 01458 253241.

SOMERSET COUNTY COUNCIL

Grievance/Disciplinary Codes

Grievance

Volunteers may have complaints or concerns about the way they are treated, how a service user is treated or what they are asked to do. Everyone involved should try to resolve all issues quickly and at the lowest level possible.

Normally, the first step would be for the volunteer to discuss their concerns with the member of staff who is responsible for them in their placement. If the volunteer is not satisfied with the response they get from the member of staff, then they should contact their line manager. If the complaint is about the person responsible for them in their placement, the volunteer may go directly to the line manager.

If they are still not satisfied, then they should write to the local Group Manager responsible for the service and ask for their grievance to be investigated. If volunteers can write down their concerns it may help the manager understand more clearly what they are unhappy about?

The SYcD services can be involved at any stage that the volunteer wishes, but must be involved at the stage that the Group Manager is approached. The SYcD services may need to help some volunteers put their concerns in writing.

Disciplinary

If a volunteer is thought to have acted inappropriately in their volunteering role, the matter must be discussed with them by the member of staff responsible for their placement. In many cases issues can be resolved at this stage.

If the issues are serious then the host will carry out an investigation. If this occurs the SYcD services will be involved to act as a mediator. If the matter cannot be resolved, or the host feels that the volunteer should not continue in their role then the volunteer will be suspended.

In some cases (like accusations of sexual harassment) a volunteer may be suspended immediately pending the outcome of an investigation.

The following are some examples of allegations about a volunteer’s behaviour that the host may investigate:

* Theft from employees, service users or the Council
* Assault, abusive or threatening behaviour to service users, employees or other volunteers during the course of their volunteering duties.
* Fraud, or attempt to defraud
* An act of harassment, bullying or discrimination

If the host believes that a criminal offence has been committed they should involve the police and contact the SYcD services.

Change of Address Form

|  |  |
| --- | --- |
| First Name: |  |
| Surname: |  |

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| --- | --- |
| Current Address: |  |
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| --- | --- |
| New Address: |  |
|  |
|  |
|  |

|  |  |
| --- | --- |
| Telephone No: |  |
| Mobile No: |  |

|  |  |
| --- | --- |
| Name: (print) |  |
| Signature: |  |
| Date: |  |

Please return to:- Somerset You can Do Services, The Former Offices of S Notaro Ltd, Huntworth, Bridgwater, Somerset, TA7 0AJ

Only to be completed if you are ending your volunteer role

Ending Your Volunteer Role Form

'I am no longer able to continue my role as a volunteer'

|  |  |
| --- | --- |
| My name is: |  |
| My address is: |  |
|  | |
|  | |
|  | |

|  |  |
| --- | --- |
| I was a volunteer with: |  |
| I would like to finish on: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Please tell us your supervisor name ?(if known): | |  | |
| Would you like us to inform them? | | Yes | No |
|  |  |
| It would help us to know your reasons for ending your role please feel free to | | | |
| comment if you would like to: |  | | |
|  | | | |
|  | | | |
|  | | | |

* Would you like to be contacted to discuss any issues or problems that you may have had?

YES  NO

* Would you like to be contacted to discuss other volunteer opportunities?

YES  NO

Thank you for taking the time to complete this form. If you have been given an identity badge please return it with this form.

ID badge enclosed yes / no

Please return to:

Somerset You can Do Services

The Former Office of S Notaro Ltd, Huntworth, Bridgwater TA7 0AJ

Tel: 01278 664

Evaluation



Event: Children Social Care SYcD induction

|  |  |
| --- | --- |
| Name: |  |
| Date of Training: |  |

Information given regarding induction prior to event

How would you rate this information?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Poor | 1 | 2 | 3 | 4 | 5 | Very Good |

Comments:

Introduction and information – Children Social Care

How would you rate this session?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Poor | 1 | 2 | 3 | 4 | 5 | Very Good |

Comments:

SYcD induction –Policies and procedures

How would you rate this session?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Poor | 1 | 2 | 3 | 4 | 5 | Very Good |

Comments:

Venue

How would you rate the venue used for this event:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Poor | 1 | 2 | 3 | 4 | 5 | Very Good |

Comments:

*Thank you for taking the time to complete this Evaluation.*



PROTECT – PERSONAL

Press, radio and TV consent form

Event/Activity: Somerset You can Do participation: General Date: Various depending on activity

Location: Various depending on activity

Name …………………………………………………………………………………………………………

Date of birth if under 16: Age:

Address:

Telephone:

I hereby give permission to Careers South West Ltd, and its services, e.g. Somerset you can Do and Somerset County Council, to use my, information quotes, and photographs taken of myself to assist with its publicity. I understand that any information about me and photograph can be used in local and national press, and on the services websites, and any other promotional material relating to the Company and its services.

I understand that I can withdraw this agreement at any time by writing to the Corporate Communications Officer for Careers South West Ltd at the address below. I am aware that if I withdraw my agreement – any processing which has already taken place cannot be affected.

Signature: Date:

**Parents/carers consent must be given if the young person is under the age of 16**

Name: Signature: Date:

**For School/College/Educational Institution/cubs/scouts/youth groups Use Only**

For the above activity, if you already have signed agreement from the named young person’s parents/carers, covering all the media eventualities listed above, please sign below to confirm use.

**Signature:** **Position:** **Date:**

Thank you for giving us consent..

If you require further information on our press procedure and guidelines, please contact the Corporate Communications Officer on 01566 777672.

# PROTECT - PERSONAL

Author: Corporate Communications Officer

Version: for company of voices

Date: May 2010