



# Volunteer Handbook



**Head Office: Carers Federation**  
Christopher Cargill House, 21-23 Pelham Road, Nottingham, NG5 1AP  
Tel: 0115 962 9310 | Email: [info@carersfederation.co.uk](mailto:info@carersfederation.co.uk)  
Registered Charity No. 1050779

# Contents

---

**About the Organisation** – page 3

**Claiming Expenses** – page 4

**Will volunteering affect benefits?** – page 4

**What volunteers can expect from us** – page 5

**Volunteer Code of Conduct** – page 5

**Data Protection** – page 6

**DBS Check** – page 6

**Health & Safety**– page 6

**Equal Opportunities** – page 7

**What to do if you have a complaint** – page 7

**Volunteer Recognition** – page 7

**Safeguarding Children and Adults** – page 8

**Evaluation / Feedback**– page 8

**Contact details and other information** – page 8

## APPENDICES

Appendix I: Expenses Claim Form

Appendix II: Exit Form

Appendix III: Incident Report Form

Appendix IV: Timesheet

---

## Thank you for choosing to volunteer with Caregivers Connected Gateshead!

It's our ambition to make sure anyone who gives their time to us feels valued, understood and proud to be part of our organisation. This handbook is here to explain the things you need to know about volunteering with us and to give you information which will support your volunteering role. We hope you find it helpful. If you would like more detailed information on any of the subjects covered, please speak to Volunteer Coordinator, Paul McKinnell. ([p.mckinnell@carersfederation.co.uk](mailto:p.mckinnell@carersfederation.co.uk)).

## About the Organisation

The Carers Federation was established in 1992 as a small charity based in Nottingham and has grown steadily to become an organisation which works throughout England.

We provide a diverse range of services that ranges in size and complexity and has a national reputation for excellence in the quality of support we provide.

We believe in offering services that are sensitive to the needs of individuals and communities. The philosophy of the organisation is to go the extra mile in all aspects of its operation, to treat people with dignity and respect, recognising that "People don't fit in boxes."

High standards of corporate and personal conduct are key requirements for the Federation. We are funded through a variety of sources and feel accountable to the community for the effective use of these monies, and all agree to work within a code of conduct. This includes:

- Selflessness
- Objectivity
- Openness
- Leadership
- Integrity
- Accountability
- Honesty

**So, what do we deliver in Gateshead?** Caregivers Connected Gateshead is a free and confidential service, provided by Carers Federation. We support unpaid Adult Caregivers, Young Adult Caregivers and Young Carers in Gateshead.

The new service is a partnership approach funded between Gateshead Council and the North East and North Cumbria Integrated Care Board (ICB).

**We offer caregivers and young carers:**

- Information, advice and guidance
- Benefits advice
- Adult and Young Carer Assessments
- Parent Carer Needs Assessments
- Wellbeing fund
- Peer support groups
- A volunteer service
- Skills and training workshops for adult caregivers and young adult carers
- Outreach activities for young and young adult carers

We are based in Rooms 211/212 Aidan House, 401 Sunderland Road, Gateshead, NE8 3HU.

**ID Badge**

You will receive an ID badge that you must wear when carrying out our activities for our organisation. Your ID badge helps the people you will be supporting to know that you are who you say you are.

**Claiming Expenses**

Volunteers out of pocket expenses (such as bus and Metro fares) will be reimbursed on the production of receipts and completion of the expenses form. We will provide 45p per mile for millage claims and we will reimburse public transport costs within the Gateshead area (Please see the expense form at the back of the handbook.) If you have any queries about what can or cannot be claimed, always check with Paul McKinnell, the Volunteer Co-ordinator.

**Will volunteering affect my benefits?**

People are allowed to volunteer while claiming benefits, however, there are some guidelines and rules which claimants should be aware of. Some of these rules are general and others relate specifically to a certain type of benefit, volunteers should check with their JobCentre Plus Advisor. For more information also refer to:

<https://www.gov.uk/volunteering/when-you-can-volunteer>

## What you can expect from the organisation

- To provide an induction into your volunteer role and the organisation.
- To understand your role and what training you will need to meet the responsibilities of this role.
- All volunteers will receive appropriate training which is relevant to their volunteer role. It is important for all volunteers to attend and understand the training provided as this will be essential to your role at the event or activity. If you have any issues regarding any training provided please contact the volunteer coordinator.
- To do our best to offer training to help you to develop your volunteering role and experience.
- All staff within the organisation will provide general support to all volunteers.
- Volunteer data will be held securely, and not transferred to a third party without your permission.

## Volunteer Code of Conduct

- As a volunteer, you will bring the highest standards to your volunteering – to work with openness, honesty, sensitivity and dignity in all your volunteering assignments.
- To be punctual, polite, respectful and courteous at all times.
- To attend briefing sessions/induction sessions before each specific volunteering assignment, if appropriate, and to abide by the briefing directives and guidelines.
- Ask questions if you are not sure what is expected of you.
- If you are unable to attend your placement, please give as much notice as possible to the Volunteer Co-ordinator.
- To work in a responsible and helpful manner.
- To be dressed appropriately for the work you are doing.
- You do not take drugs or alcohol to a placement or work or be under the influence of drugs or alcohol during your placement.
- To participate in general feedback sessions and meetings.

## Boundaries

Clear boundaries are important for staff, volunteers and service users. They enable us to carry out a service according to agreed expectations and ensure that everyone receives the same quality of service. We realise that staff and volunteers may sometimes have contact with clients in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest and let us know if you think there is an issue.

## Data Protection, Confidentiality and the Media

Volunteers must maintain confidentiality during their time with us. For this reason, when you complete an application form you are also signing a confidentiality declaration. This means that confidential information about people we support, volunteers, employees and our work is kept private, unless sharing this information is required by law.

### All volunteers can expect:

- To abide by the [Data Protection Act 2018](#), requiring all your personal data to be handled according to the governments' statement of the principles of good information handling.
- Volunteers will be required to sign the Organisation Confidentiality Information Form.


## DBS Checks

A DBS will be required to take part in many of the projects that involve vulnerable people, especially children. Volunteers who wish to be involved in these projects may require a Disclosure and Barring Service check (or a DBS check). DBS's aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society. Details of the process will be provided if required. There will be no cost to you as the volunteer to go through the DBS process.

## Health and Safety

Caregivers Connected Gateshead is committed to volunteering taking place in safe and healthy work conditions. It considers volunteers' health and safety to be prime importance.

The organisation will:

- Carry out risk assessments.
  - Ensure projects have a health and safety policy, insurance policies including public liability, which covers employees and volunteers in all work locations.
  - Volunteers are given an induction about health and safety and the necessary information, instruction and training by the host organisation to ensure the safe performance of work activities.
- 

### **What to do if a volunteer has an accident?**

- Report any accident to the Activity Supervisor or Paul McKinnell, the Volunteer Co-ordinator immediately.
- Complete the accident / injury form within your handbook.

### **Equal Opportunities**

Caregivers Connected Gateshead is committed to Equal Opportunities and therefore opposes discrimination on the grounds of age, race, gender, religion, sexual orientation, disability or health problems, marital status, employment status, class, education, social, environment of physical location.

Caregivers Connected Gateshead is committed to a course of action to make these equal opportunities policy effective and expects any person involved with the our work to respect and adhere to this policy in every aspect of their work.

### **Whilst volunteering, if I have a complaint who do I speak to?**

Discuss the matter directly with the person that supervises you in accordance with our complaints procedure.

### **Volunteer Recognition**

Please keep a track of all volunteering hours by completing the Volunteer timesheet form, including your travel to and from the placement. This will enable us to arrange certificates to volunteers you for your hard work and contribution.

A sample timesheet can be found in Appendix IV.



## **Safeguarding Training and Support for Volunteers**

Training, as well as ongoing support to achieve effective approaches to safeguarding will be coordinated by Caregivers Connected Gateshead as part of the volunteer induction programme. This should let volunteers know what to do if there is a safeguarding concern.

Safeguarding Adults and Children training is mandatory training for all volunteers.

**Volunteers should not investigate concerns but should share this information with the appropriate staff so appropriate support and responses can be coordinated.**

## **Evaluation / Feedback**

We appreciate feedback either on an informal or formal basis using the evaluation form in the handbook. Any feedback can only help to improve the service we provide.

## **Contact details and other information**

### **Caregivers Connected Gateshead**

**Email:** [info@caregiversconnectedgateshead.co.uk](mailto:info@caregiversconnectedgateshead.co.uk)

**Free Phone:** 0808 8010350

**WhatsApp or Text:** 07740410314

**Address:** Room 211/212 Aidan House, Sunderland Road, NE8 3HU

**Volunteer Co-ordinator:** Paul McKinnell

**Email:** [p.mckinnell@carersfederation.co.uk](mailto:p.mckinnell@carersfederation.co.uk)



Appendix I: Expenses Claim Form

**Volunteer Expense Claim Form - Carers Federation Limited**

<b>Name:</b>		<b>Payroll Number:</b>	VOLUNTEER
		<b>Month:</b>	

<b>Mileage Brought Forward:</b>		<b>Claim Total:</b>	
<b>Mileage Carried Forward:</b>			

Date	Details of Expense: for mileage give destination etc.	Miles	Mileage Rate (£)	Mileage Total (£)	Other Travel / Subsistence	Other	Code	Cost Centre
<b>Total</b>								

**Employee Declaration:** I hereby certify that the mileage and expenses claimed have been correctly recorded and incurred solely in fulfilling my duties on behalf of Carers Federation Limited. I have in place a full license, business use insurance, MOT and road tax. All receipts are attached.

<b>Claimant Signature</b>	<b>Date</b>	<b>Approver Signature</b>	<b>Date</b>

**Volunteer Exit Form - Carers Federation Limited**

<b>Name:</b>	
<b>Telephone Number:</b>	
<b>Address:</b>	
<b>Postcode:</b>	
<b>Volunteering Role:</b>	
<b>Date Started:</b>	
<b>Date Left:</b>	

Our organisation is keen to improve the way we work with volunteers. This questionnaire is designed to help us in this process. It is important that you are as honest as possible – we want to learn from our successes and failures.

**Please indicate your main reason for leaving:**

- Family commitments
- I cannot give the time commitment anymore
- I have found paid employment
- I did not like the task I was doing
- I did not feel my time was well used
- I was not made to feel welcome
- Other (please give details below):

Please comment on other aspects of our volunteer programme including: adequate training for your volunteering role, properly appreciated/recognised by the organisation, received updated information?

Would you volunteer for us again?

- Yes       No       Don't know

What did you like most about volunteering with us?

What did you like least about volunteering with us?

Would you recommend our organisation to others wishing to volunteer?

Yes       No

What suggestion or changes would you recommend in the way we work with volunteers?

Overall, how would you rate your volunteering experience with our organisation?

Excellent       Good       Average       Disappointing

**Thank you for taking the time to complete this questionnaire. Your feedback helps us to make our volunteering offer the best it can be.**

## Appendix III: Accident / Incident Report Form

### Accident / Incident Report Form - Carers Federation Limited

This form should be used by paid staff or volunteers in the instance of an accident or reportable incident. If more than one person is involved in an accident or incident, then a separate form should be completed for each individual.

<b>Name of individual:</b>	
<b>Home Address:</b>	
<b>Date:</b>	
<b>Time:</b>	
<b>Location:</b>	
<b>Background:</b>	

<b>Description of the incident:</b>	
<b>Action taken:</b>	
<b>Consultation with senior managers?</b> Please provide details	
<b>Your name, position and contact details:</b>	
<b>Reporting staff signature:</b>	
<b>Date form completed:</b>	

<b>Additional Support Worker / Person Notes and Actions:</b>	
<b>Support Persons Signature:</b>	
<b>Date:</b>	

<b>Date form completed:</b>	
<b>Additional Support Worker/Person Notes and Actions:</b>	
<b>Support Persons Signature:</b>	

