REDRUTH TOWN COUNCIL

REDRUTH LIBRARY
& INFORMATION SERVICE



HOME LIBRARY SERVICE VOLUNTEER PACK

Welcome to the Redruth Town Council Home Library Service.

This pack has been put together for all of our volunteers, whether new or undertaking the role for many years. We have a legal responsibility to keep you and the people you support safe and secure and so we have created this volunteer pack so that you have all the information you need in one place.

- Highlight what you can expect when volunteering for the Home Library Service, and what we expect in return.
- Define the Home Library Service Volunteer role.
- Provide you with some essential information to help keep you and your client safe.
- Summarise training that is necessary to complete in order to become an HLS volunteer.
- Answer some frequently asked questions.



We advise that you don't attempt to digest the whole booklet in one sitting. Please dip in and out at your own pace. It might feel like information overload now, but we guarantee it will help all of you for different reasons at some point.

What should I expect as a Volunteer?

- A clear role description so you understand what your responsibilities are and what is expected of you.
- Ongoing support from a staff member who has been identified as your Senior Library Officer (SLO)/Deputy Library Officer (DLO)
- An induction and training so that you can do your role well
- To volunteer in a safe environment. We have a duty of care to make sure you are as safe as possible.
- Reimbursement of travel expenses. We believe that no volunteer should be out of pocket.
- To be treated fairly and have your privacy and confidentiality respected.
- To be recognised for the time and skills you dedicate to the service and the local community. You may not feel you need to be thanked but we like to offer opportunities to show our gratitude.
- To be supported throughout your volunteering experience including help with any access, diversity or language needs you may have, to help enable you to participate in volunteering.

What does the Library Service expect from our HLS Volunteers in return?

This is what we need from you....

- To respect and value all other Volunteers, members of staff and service users, and adhere to our equal opportunities policy.
- Attend training that has been identified by your SLO/DLO as essential and relevant to your role. It may seem irrelevant and an extra hassle but it's usually required by law.
- To meet at least annually with your SLO/DLO for a review session, for 1:1 updates and support.
- Report any health and safety, GDPR, or safeguarding concerns to your SLO/DLO as soon as possible. This helps protect us all.
- To undergo a DBS check when you first start your role and to refresh it every three years. This won't cost you anything.



Your Role

- As a HLS volunteer your role will involve some or all of the following:
- Delivering books to people in their own homes, who are unable to get into their local library.
- Arranging a mutually convenient time to visit your clients to drop off new books and collect previously read ones.
- Choosing books based upon your clients preferences
- Returning read books back to the library.
- Reporting any cause for concerns to your SLO/DLO
- Taking leaflets to the clients about other support networks available, if/when provided by the Library.





More than delivering books

We recognise that the home library service volunteer role is so much more than just delivering books. For some clients you could be the only visitor they receive during the week.

It is understandable that you might want to sit down and have a chat over a cup of tea, and we are more than happy for you to do this, if both yourself and the client would like to. However, please consider essential boundaries to ensure everybody stays safe.

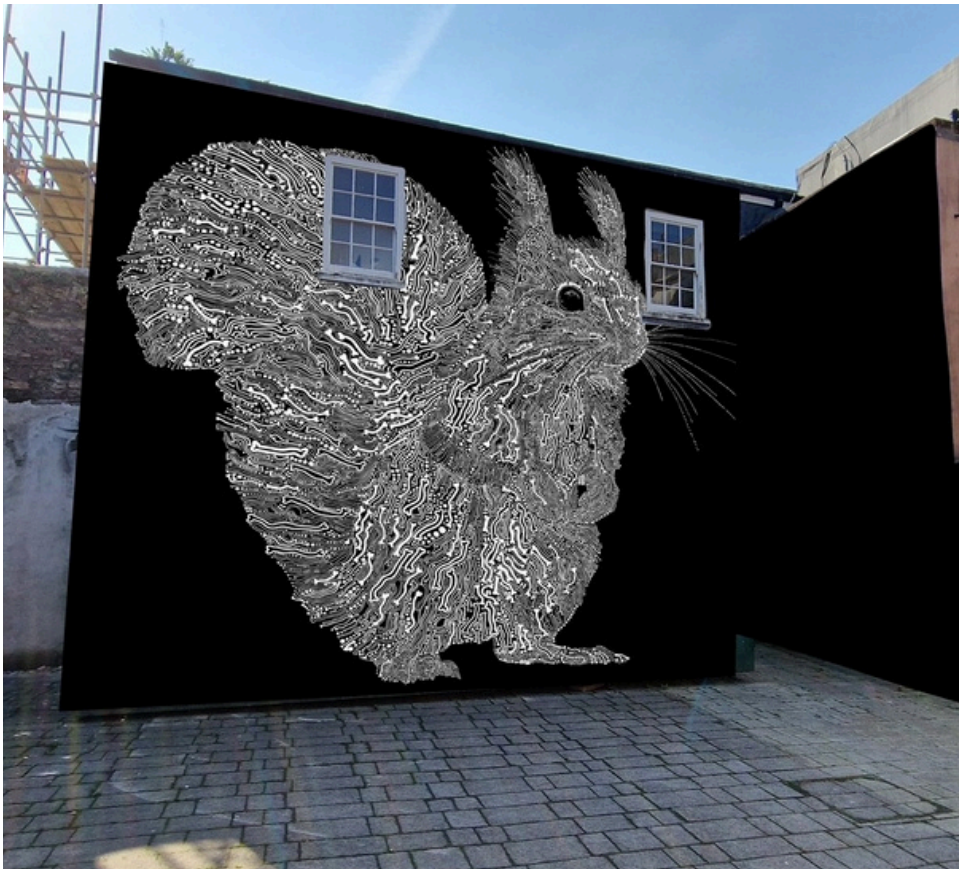
It is not pleasant to think about the worst-case scenario but as a Town Council we need to consider all possibilities. To protect both yourself and your clients and to make sure that you both feel safe, comfortable and have a positive relationship, please follow the guidelines below.

Personal Care - You should not offer help or support with any aspect of this including: cooking, helping someone to the toilet, shopping or administering medication etc. In some cases, your clients may ask you for help with such tasks or you may notice that they may benefit from some additional support. If this happens, please speak to your SLO/DLO who will be able to speak to the client about referring/ signposting them to additional services and help them get any further support they might need.

Money

Don't ever exchange money with the client. This includes lending them money, borrowing money from them for yourself or using their money to make purchases for them on their behalf/ request (e.g. doing a food shop for them / online transactions).

Friends? - Be mindful that although a friendship may develop, it is still a 'managed relationship' and is therefore open to scrutiny by others. Do not embark on a relationship with a client that could lead to accusations against you, e.g. Financial involvement, sexual or romantic relationships. We recommend that you do not visit or meet up with your client outside of your Home Library Service volunteer role and it is not appropriate to bring a family member or friend to your visit to the client's home.
If you would like to discuss any of these boundaries in more detail, then your Senior Library Officer will be happy to do so.





Health and Safety Information for your role

Health and Safety can never be exciting, but it is important, so here is the essential information to give you an understanding of how we can work together to keep you safe in your role.
Your SLO/DLO will have completed a risk assessment for the Home Library Service role and this should be read and signed by yourself during the induction, and whenever it is updated. It will also be available for you to review during your annual catch up meetings. If you need to refresh your memory, please just ask.

You may need to take a number of books to your client. Please be careful when lifting these and do not carry more than you are able to. Please speak to your SLO/DLO if you think you would benefit from any additional aids to help carry the books.

If your circumstances change, (e.g. your health, availability) which may affect your ability to undertake this role safely, then please speak to your SLO/DLO.

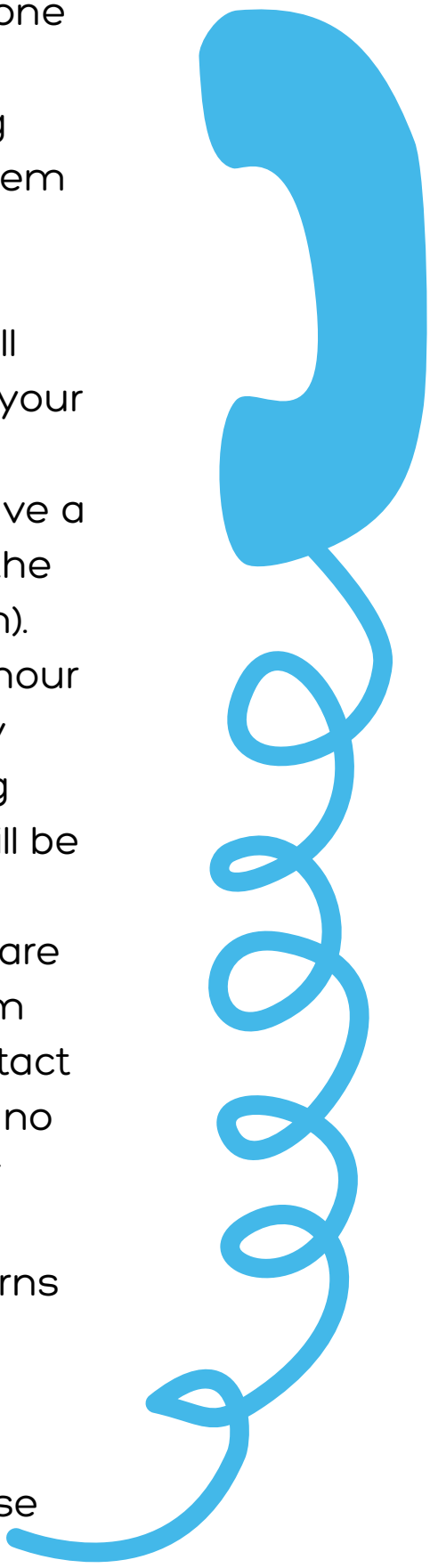
If your clients circumstances change (e.g. they get a dog) and you are not comfortable continuing your visits, then please speak to your SLO/DLO.

Lone Working as a Home Library Service Volunteer

The HLS role does involve visiting clients alone in their home, and this is classed as lone working. Please read our top tips in keeping safe. We are obliged to ask you to follow them when you volunteer.

Redruth Library and Information Service will keep a record of when you have arranged your appointments for with your HLS clients, so they know where you are. They will also have a record of your emergency contact (this is the person you chose on your registration form). You should contact the Library within one hour of leaving your clients address so that they know you are safe and ok. If you are visiting your client outside of working hours you will be provided with a mobile number for the SLO/DLO (or their appointed deputy if they are not available). If the Library do not hear form you after 1 hour they will endeavour to contact you and check that you are safe. If there is no response the Library will then contact your emergency contact. If contact has still not been made and the Library has real concerns for your safety, they will request police intervention.

These procedures are designed to maximise your safety.



Training for Volunteers

In this section of the booklet we provide an overview of GDPR/Data Protection and Safeguarding so that the information is accessible to refer to if/when needed.



As part of your HLS role you may need to complete relevant training as and when opportunities relevant to the role arise.

If there are any areas of the role that you feel you need further information or training on then please let the SLO/DLO know.

GDPR and Data Protection

As a HLS volunteer you are protected by, and must abide by General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
In the UK, there are two data protection laws that we must follow. These are the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

You have access to personal, and in some cases, sensitive information about your clients. This includes their address and contact details but could also include information about their religion, ethnicity, health and disability. Data comes in all formats, so you may become privy to this information through conversations with your client.

Clients will expect their personal information to be looked after and as a HLS volunteer it is your responsibility to do so by:

- Being aware of who is around when you discuss a client's personal information. You should only be discussing this information with your Senior Library Officer and only when there is a business need (e.g. To ensure appropriate books are chosen, to do a handover if you are leaving the service, or a legal reason, such as a safeguarding or welfare issue). Don't discuss a customer's personal information with anyone who isn't entitled to it. This includes the client's family members, other volunteers and your friends and family.

- Ensuring any written information you have on the client (e.g. their address) is stored safely. We recognise that you will need to keep a record of your clients addresses on you and ask that you do so in a notebook rather than a diary as this has been deemed to reduce the risk of it being stolen. Make sure that you don not leave personal information unattended.

- You should always treat information like a wallet containing a large sum of money. You would do everything possible to make sure it was kept safe, so you should always take the same care with client information.

If you become aware of an information security incident or a data breach, contact the SLO/DLO as soon as possible. Under GDPR we must report incidents / breaches within 72 hours..

Safeguarding

What is Safeguarding

Safeguarding is the protection of children and 'at risk' adults from abuse or neglect.

What do we mean by 'at risk' adults?

Under the Care Act 2014, safeguarding duties apply to an adult who meets all the below criteria:

- Has needs for care and support (whether the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of abuse or neglect; and;
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

This could include individuals with disabilities (physical learning or sensory), mental ill health, dementia, drug or alcohol problems, or those that are frail due to their age.

As you read this, you may have identified how this already, or could in the future, apply to HLS clients that you visit and can therefore recognise and appreciate why safeguarding is important to this role.

What do I do if I have a safeguarding concern for one of my clients?

As a volunteer it is your duty to report any concerns, suspicions or evidence of abuse that you may have seen or heard, to the SLO/DLO without delay. Remember abuse is about the impact of the act on the individual, not the intent! It is not always intentional and can instead be the result of well intentioned ignorance or even a mistake. Despite this it is still very important that you report any concerns you may have as it will ensure that the individual and their family / carers receive the necessary support, training and equipment they may need.

We recognise that this can be an extremely sensitive subject and if you do experience any safeguarding concerns about your client and this has upset you then please speak to the SLO/DLO for support.

Frequently asked Questions

Hopefully this section will answer questions you have which have not been answered in the rest of this pack.

Q. What is a DBS Check and why do I need one?

A. The Disclosure and Barring Service (DBS), previously called the Criminal Records Bureau (CRB), helps employers stop unsuitable people from working with children and other vulnerable people. A DBS check is required for this role as the post involves visiting adults who may fall under the 'at risk' or vulnerable definition, in their houses without supervision, on a regular basis. There may also be clients who have children (under 18) living with them and who may be present when visiting their home. As you can appreciate as the Town Council we have a duty of care to complete these with you. Your DBS will be refreshed every 3 years, but don't worry, your SLO/DLO will help you with this.

Q. Do I need to let my car insurer know about my volunteering and , if so, why?

A. The Redruth Library and Information service is your 'base' for your volunteering role. If you then use your car to visit clients, we ask that you inform your car insurer. Most insurers will cover this area of work on your normal insurance, but some companies may require you to change to business insurance. This should not incur any additional expense but please speak to your Senior Library Officer if you have any problems. It is also your responsibility to ensure that you have the appropriate car insurance as well as an up to date MOT and tax.

Q. Can I be reimbursed for my travel?

A. Redruth Town Council offer travel costs of 55p per mile, or reimbursement of full bus fares. Your SLO/DLO will discuss this with you in your induction and , if you choose to claim your mileage back they will support you with this. This will require your bank details and payments will be made by BACS. If at first you don't want to claim your mileage but then change your mind later on during volunteering, that's fine. We offer this because we want to ensure that there are no barriers to volunteering and recognise that some people would not be able to volunteer without being reimbursed.



Q. My client has given me a thank you gift. Is that OK?

A. There have been occasions where clients have provided volunteers with a thank you gift (this often occurs around Christmas). A small gift (e.g. chocolates, flowers) given by a client as a gesture of appreciation to you can be accepted and it may cause offence to turn it down or return it. However, if you are offered and monetary gift of any kind (cash or cheque) this cannot be accepted and should be kindly turned down.
If you have been given a small gift by a client, please let your SLO/DLO know so they can declare it on your behalf.

Q. What should I do if I am ill or absent or taking an extended holiday?

A. Please let your clients (if possible) and SLO/DLO know. Please don't worry about it and if you are off on holiday have a great time!

Q. Do I really have to undertake training, if asked?

A. As part of the HLS role we may identify training opportunities in relevant areas (for example safeguarding, GDPR). Although this training is not mandatory we like to encourage all volunteers to attend as it will hep support you in the role.

Q. Do I get a uniform?

A. You do not get a uniform, however you will be provided with an RTC lanyard and identification. It is important that you wear this during your volunteering role so that your clients can clearly identify you as a home library volunteer.

Q. What should I do if I have a complaint about my role?

A. If you have a problem or a complaint about your HLS volunteering role your first point of contact should be your SLO/DLO, who will strive to support you with this and resolve any problems. In the rare circumstance that an issue remains unresolved or you do not want to raise it with your SLO/DLO, then you can contact the HR Officer.

Q. What should I do if I want to leave my role?

A. We recognise that there are many reasons why people decide to end their volunteering (e.g. retirement, new commitments, moving out of the area) If you have decided to end your volunteering role then please let your Volunteering Manager know as soon as possible. Although you are not obliged to give a notice period, it would be useful if you could let us know a couple of weeks in advance so that we can find another volunteer to visit the client and do a handover. Before you leave we will ask you to hand in your RTC lanyard / badge and you will need to delete/shred any personal information that you may hold on the client. We may also ask to have a 1:1 with you before you leave to provide you with the opportunity to give us any feedback and so that we can formally thank you for volunteering with us.

Q. What is the key contact information ?

- Senior Library Officer: Josie Turner, email: libraryofficer@redruth-tc.gov.uk
- Deputy Library Officer: Stuart Denyer, email: DLO@redruth-tc.gov.uk
- Home Library Service email: Hls@redruth-tc.gov.uk
- Redruth Library Telephone: 01209 240314



Thank You

Thank you for volunteering with Redruth Town Council Library Home Library Service. Your time, support, skills and commitment are crucial in helping us keep this service alive. Together we can continue to help housebound members of our community to stay involved with their local library and continue their love of reading.

Thank you for making Redruth Home Library Service possible!



If you have any questions please discuss these with your Senior Library Officer or you can contact HR@redruth-tc.gov.uk