



## Volunteer Handbook



## Welcome to Age UK Barnet

We are delighted that you are joining our charity as a volunteer. This pack introduces the charity and includes details of:

- our work
- a brief history of the charity
- policies and procedures you should be aware of

### Our work

The purpose of our charity is to promote the welfare of older people in and around the London Borough of Barnet.

This is based on the objectives set out in the Memorandum of Association, the part of our constitution which sets out our purpose and powers.

We currently provide the following services:

**Later Life Planning** – to support older people to manage and plan for the challenges that ageing brings, whilst retaining independence, choice and control in their lives.

Our Later Life Planners provide information and advice on many subjects including advice on welfare and benefits, housing or support services as well as how to keep healthy and active. The team is based at Age UK Barnet's offices but advisers also work out in the community to reach as many people as possible across the borough.

**Neighbourhood Services** – Age UK Barnet is the lead contractor in the Barnet Provider Group, made up of local and voluntary sector partners. Together they deliver and promote fitness, digital inclusion and social and other opportunities across the borough.

- **Activity centres**-They provide opportunities for older people to socialise and have a hot meal as well as games and entertainments. Currently we have two main venues, N2 and NW4 that operate two days each a week.
- **Befriending** – A vital link to the world for the isolated, vulnerable and lonely. Clients are matched with vetted and trained volunteers for regular home visits.
- **Digital Inclusion** – We have one to one classes with student volunteers in sixth form colleges and schools as well as sessions with IT mentors in community centres and libraries.
- **Health Promotion** – encouraging healthier lifestyles through programmes including falls prevention, healthy eating and nutritious cooking. The Eat Well project offers dietary support and highly successful cookery courses for men.
- **Handyperson service** – carries out small jobs so older people can live safely and independently in their own homes.
- **Home from Hospital service**;-time limited care and support in their home for Barnet residents over 65 discharged from hospital

**Nail Cutting** – A charged for service for clients who cannot manage this task themselves.

## History

On 1 April 2009, Age Concern England and Help the Aged joined together to create a new charity dedicated to improving later life for everyone. In April 2010, this charity became known as Age UK and within two years had 170 affiliated members covering 95% of the UK. It annually helps seven million people directly in the UK, plus one million overseas. Its national campaigns and extensive information and advice services help many more. Go to <http://www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets/> for more information.

Age UK Barnet can trace its history back to the very beginning of the movement. Hendon Old Peoples Welfare Association, Friern Barnet Voluntary Care for the Elderly and Finchley Old People Welfare all started to provide services for older people after the end of the Second World War. Hendon and Finchley took on the name of Age Concern in 1960.

In the late 1990s each of the three organisations (Finchley Age Concern, Friern Barnet Voluntary Care for the Elderly and Age Concern Borough of Barnet West) were independent charities, each running a day centre. In conjunction with Age Concern England and the London Borough of Barnet Social Services Department they decided to come together as a borough-wide organisation.

In 1999 Age Concern Barnet was registered as a charity and a company limited by guarantee. All the staff in the three organisations transferred to the new company. In 2002 the day centre at the Old Fire Station in Friern Barnet which had been started by FBVCE, closed down as the local authority sold the building for development. The service was transferred to the Ann Owens Centre which had been opened with assistance from Finchley Charities and local fundraising efforts.

In 2011 Age Concern Barnet changed its name to Age UK Barnet and entered into a partnership with the national organisation, Age UK. In the same year it merged with East Finchley Neighbourhood Contact.

In October 2013 Age UK Barnet gave up the tenancy on the Meritage Centre and transferred its office staff and registered office to the Ann Owens Centre. Age UK Barnet is continuing to provide a range of activities at the Meritage Centre.

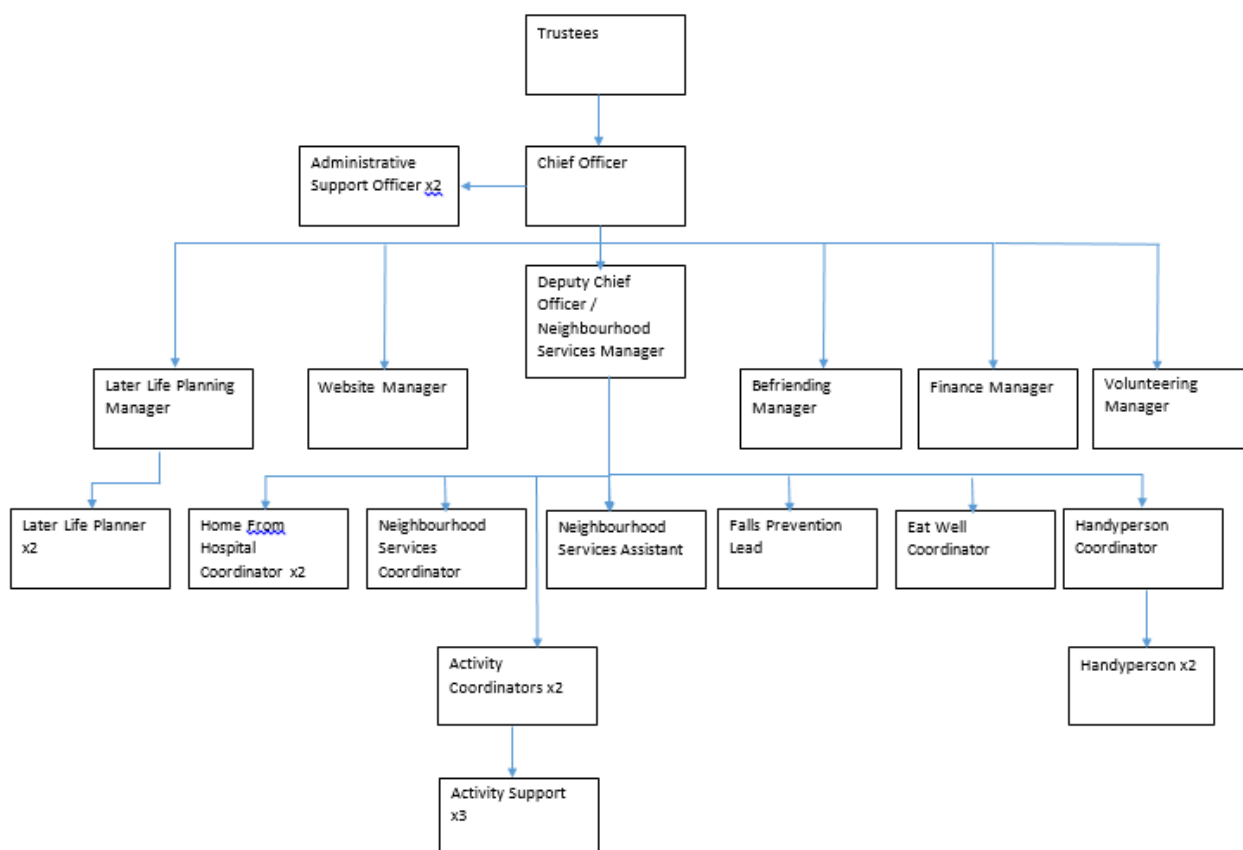
**Age UK Barnet is an independent charity, responsible for the running of its own affairs. It is also a partner within the Age UK federation.**

### **Neighbourhood Services Provider Group**

In April 2013 Age UK Barnet became the lead contractor for Neighbourhood Services in Barnet as the head of the Barnet Provider Group.

In April 2014 Age UK Barnet began providing the Later Life Planning Service under contract from the London Borough of Barnet. At the same time, the Handyperson Service became part of the Neighbourhood Services contract.

## Age UK Barnet Structure



## Why do we have volunteers?

Volunteers are important members of Age UK Barnet. We accept that the involvement of volunteers in all the activities of the organisation is fundamental to the fulfilment of its mission

Volunteers, in their diversity of age, experience, cultural background, and involvement with their communities, bring to Age UK Barnet experience which adds to our understanding of and response to older people's needs

Volunteering offers opportunities to enhance the quality of life of those who volunteer and those who benefit from their talent, expertise and commitment to the common good. Age UK Barnet will promote best practice in volunteering. A copy of our volunteer policy can be obtained from the Volunteer Manager/ our website.

## Volunteers and users

The older people who use Age UK Barnet services come from a wide range of backgrounds. While they are all over 55, the age range covers at least forty years.

They come from a number of ethnic, linguistic and cultural backgrounds and live in accommodation of varying status and quality. Some of the people who use Age UK Barnet services are fit and active. Others may have all kinds of disabilities, including age-related frailty, physical and sensory impairments or chronic illness.

Volunteers, like Age UK Barnet users, come from a wide range of backgrounds and range in age from 17 to 80 plus. We expect volunteers to treat all our clients, other volunteers and the staff of Age UK Barnet with respect. A copy of our equality and diversity policy can be obtained from the Volunteer Manager.

## **Key Policies**

### **Confidentiality**

This section provides basic guidance on confidentiality. Any specific concerns you may have should be discussed with your supervisor and/or the Volunteer Manager.

The people who use Age UK Barnet's services trust us to keep their information confidential. We are committed to ensuring that this information remains confidential within Age UK Barnet. We expect volunteers to abide by the same rules on confidentiality as Age UK Barnet staff do.

The right to privacy is essential to ensure that the older person, volunteer or employee has trust and confidence in the organisation and is treated with respect and dignity.

Age UK Barnet recognises that the principle of confidentiality should extend to any information about the internal affairs of the organisation and should be adhered to by Trustees, staff and volunteers.

Any older person, volunteer or employee has the right to expect that any information imparted by them will be used for the purpose for which it was given and should not be released to any other, inside or outside the organisation, without their consent.

The aim of this statement is to create and maintain an environment where personal dignity and individual rights are respected.

- The confidentiality policy will apply to all personnel records for staff and volunteers, including information obtained through recruitment procedures.
- Age UK Barnet needs to keep written records of users. This information will be kept in locked filing cabinets and accessed only by the appropriate service manager or approved staff.
- Permission should be sought to collect this information and the user should be informed of their right of access to it. Information should only be collected when it is necessary for a specific purpose.
- Information/records are stored securely, observing the provisions of the Data Protection Act 1988, if on computer. If confidential information is to be disposed of it should be shredded or otherwise physically destroyed, so that other parties cannot read it.

- If information is to be divulged to a third party consent should be obtained from the user. Where a person is felt to lack the mental capacity to make a decision about divulging details of a particular issue to a third party/agency the worker may use 'implied consent'. This will only follow after discussion with and agreement of the service manager. The incident must be recorded and stored securely.
- In certain circumstances such as 'life and limb' situations it may be necessary/appropriate to divulge information and so breach confidentiality. In such an emergency prior permission is not necessary, but the Line Manager and Chief Officer must be informed as soon as possible after the incident and, if appropriate the Chair and/or the Board of Trustees.
- All older people, volunteers and staff should be aware of the confidentiality policy and of their right to complain if information is divulged without their permission. The complaint should follow the procedure set out in the Complaints Policy.
- The importance of confidentiality and the constraints it implies will become part of the staff and volunteers training programme.
- Breach of confidence is likely to result in disciplinary action, which may involve dismissal. Trustees, staff and volunteers should also be aware that, regardless of any action taken by Age UK Barnet, a breach of confidence could result in a civil action for damages under the Data Protection Act 1998.

## **Data Protection**

Age UK Barnet staff and volunteers are party to sensitive data about the people who use our services. Sensitive data is anything that identifies an individual (address date of birth, religion) and could either be used for fraudulent purposes or the individual may not wish others to know.

Some of this information is given by the user and some is information you will need to know when you are volunteering and will be provided by a member of Age UK Barnet staff. Age UK Barnet is responsible for and liable for how you use and store any sensitive personal data on clients that is required in the course of your duties.

Age UK Barnet complies with the Data Protection Principles contained in the 1988 Data Protection Act. It is a legal as well as ethical requirement and failure to comply can result in heavy penalties.

We need advance permission to hold confidential data on clients and volunteer and be clear on

- How we store information
- How we use it and when and if we ever share this information with third parties such as emergency services

Volunteers are required to keep any information of this nature safe and to dispose of it permanently when it is no longer relevant to their volunteering role.

- this means password protecting any electronic devices or internet accounts
- deleting incoming or sent emails that contain personal information on a client

- keeping contact details separate from any additional information, contact diaries or reports so only you and the intended recipient know to whom they refer.

It is important that you do not talk about anything that you see or hear as a result of carrying out voluntary work. You should never discuss specific information about the volunteering tasks you are carrying out with anyone outside Age UK Barnet in a way that could lead to users being recognised or their personal details being passed on.

No confidential information should be discussed over the telephone without ensuring the identity and legitimacy of the caller. To obtain this, you can take their name and number and offer to call them back. If you are in any doubt, you should not give out any information and refer the matter to Age UK Barnet. Please see the appendix for the full data protection policy.

### **Conduct detrimental to Age UK Barnet's interests**

When you undertake voluntary work on behalf of Age UK Barnet you must not say or do anything that is contrary to Age UK Barnet's principles, ethos and policies.

Volunteers should not act in any way that is detrimental to the interests of Age UK Barnet, its clients, other volunteers, employees or which is damaging to the charity's public image. This includes conduct away from the workplace when you are representing Age UK Barnet and also at functions arranged by Age UK Barnet during out of work hours.

### **Setting limits to your voluntary role – boundaries**

As a volunteer you need to make sure that you are clear about the task you are being asked to carry out and the limits you should set with the client. The use of role descriptions helps you to be clear as to what the task entails. Role descriptions are available for all voluntary roles at Age UK Barnet. You will be given a copy of the relevant role descriptions when you discuss any new areas of voluntary activity which you would like to consider.

Whilst undertaking a task, there may be occasions when the client will ask you to do something that was not outlined or assigned by the co-ordinator. It is important that you are clear about what you are willing and able to do. If you identify something that does need to be done then always discuss it with your supervisor before agreeing to do it with the service user. This can avoid disappointment on the part of the client.

Some of our clients are frail, housebound and isolated. You may often feel that they are dependent on you for more than the assigned task. If you are clear from the beginning what you are able and willing to do then this helps to set very clear boundaries which help both you and the client.

If these boundaries are not carefully managed, difficult circumstances can arise. For this reason, we ask you **not** to give the client your telephone number. When phoning a client always dial 141 before their number in order to keep your number confidential. If the client needs to contact you, then they can do so via Age UK Barnet staff and we will pass on the message to you.

You shouldn't bring along with your friends, relatives or pets to one of your meeting with clients, especially without consulting first with staff and users.

It is important not to lend or give money to the client. It may also be unwise or inappropriate to invite a client to your home. If this is being considered then please discuss it with your supervisor/ the Volunteer Manager first.

### **Important points to remember - Saying 'No'**

We value the time that you give to volunteering with Age UK Barnet. Please remember that you can always refuse to undertake a task and do not have to explain why (unless you want to). If your circumstances change and you are no longer able to volunteer with us, please let your supervisor/the Volunteer Manager know as soon as possible so that we can keep our records up-to-date.

If clients ask you to undertake additional visits or tasks, you must discuss it with your supervisor. If you do not wish to or cannot do the task, we can try to find another volunteer to help. If you do want to do the task, we need to know about it and to authorise it before you carry it out. If either you or the client doesn't inform us, we are not able to ensure your health and safety and you will not be insured if something untoward happens.

You should not feel pressured into doing something if you do not feel comfortable doing it or do not feel you have the time. Use the organisation's policies and rules to provide the reason for saying 'no'. We are very happy for you to do this.

### **Timekeeping and reporting**

- Inform your supervisor as soon as possible if you can't come in at a scheduled time
- Community support volunteers will also need to inform any organisations and individuals who they support.
- Befriending volunteers need to complete a Contact Diary Sheet.
- Volunteers need to report any changes in their contact details to their supervisor.

### **Use of telephones and computers**

- Volunteers are permitted to make brief local calls if there is an emergency, but they must first ask their supervisor/client. Reimbursement should be offered.
- Use of office/client telephones to make premium rate or overseas calls is not permitted, though the supervisor may grant special permission if the situation is of extreme emergency and other viable arrangements cannot be made.
- Personal mobiles should be turned off or put on silent if you are in the office or a client's home. If you need to make or receive an important call then please request that you take a break from your duties to do so and can have somewhere private to talk.
- During periods when your services are not required at the office or you are on a scheduled break you may use the computers, but members of staff and clients have priority access.
- If you use the internet you must not do so in a manner that could expose Age UK Barnet to expense, criminal liability or be in conflict with our policies and principles.



## **Identity cards**

- All volunteers will be issued with identity cards.
- We will require an electronic passport style photo of you.
- You must inform the Volunteer Manager if your card is lost or damaged.
- Cards must be returned to Age UK Barnet when you stop volunteering.
- These cards must be kept on you whenever you are undertaking volunteering work. You should show it to the client when you first meet them as we advise clients not to let anyone into their home until they have seen an ID Card.

This is an important point to remember. By showing your ID card, you are making a contribution to the Metropolitan Police's campaign to make older people more security conscious and less vulnerable to bogus callers.

## **When there is a problem**

### **No reply at the address you visit**

When a volunteer has made a pre-arranged visit to a client and they do not answer the door, a safety check should be undertaken. This is not the sole responsibility of the volunteer. The volunteer should, however, telephone Age UK Barnet and alert a member of staff that the client did not answer the door. We will then follow up this message. It is important that you contact us at Age UK Barnet as soon as possible.

If you are visiting on a weekend or in the evening and there is no reply at the client's address, please contact your supervisor. If you cannot reach them and are concerned then contact Barnet Older Adults Social Services out of hours Duty Team on 020 8359 2000. This is an out of hours service covering Mon - Thurs after 5:15pm – 9am, Friday 5pm - Monday 9am and all bank holidays.

Please also notify Age UK Barnet of any difficulties you may have had if visiting on a weeknight or weekend. Age UK Barnet has an answer-phone where messages can be left.

If you suspect that someone is being mistreated or is in danger then contact your supervisor at the earliest opportunity. Age UK Barnet has a Safeguarding policy which is available from the Volunteer Manager. Mark Robinson, Chief Officer is the designated Safeguarding Officer at Age UK Barnet

## **Complaints**

If a client is unhappy about our service, or any other service that they receive, then they have a right to make a complaint. A copy of the Complaints Procedure is available from the Volunteer Manager.

If you are told about problems with other services, for example, the client stating that their home help hasn't done the shopping for two weeks, then ask if they would like to follow this up. If they feel unable to make a complaint, then ask if they would like someone from Age UK Barnet to help them follow this up. Although they may choose to seek no assistance it is useful to remind them of their right to complain and to seek clarification. If they do request help from Age UK Barnet, then inform your supervisor as soon as possible, so that they can respond quickly. It is not the responsibility of the volunteer to address complaints.

## **Grievances**

If a volunteer has a grievance, they should report this in the first instance to their supervisor and/or the Volunteer Manager. If the matter is not resolved they should report it to a more senior member of staff or a Trustee.

All grievances should be recorded in writing.

## **Payments and gifts**

Occasionally clients may want to offer you some kind of payment for the assistance you have given. If the situation does occur, please reassure the client that we fully reimburse all volunteer out of pocket expenses. If they insist, suggest they make a donation either to Age UK Barnet or another charity of their choice.

Please do not accept money or any gift in kind. It can leave the impression that there is some form of charge for assistance and will create a precedent for the client. Also, by accepting money or gifts you may create some additional links with the client and later they may ask for something in return.

Volunteers and clients should be absolutely clear, in the case of any transactions, about who is paying for what, whether it is a pint of milk, tickets for a West End show or attendance at other such events and how reimbursement will take place. This will avoid awkward misunderstandings.

Any queries on how the policy operates or doubt about whether hospitality or a gift should be accepted or offered should be raised with your supervisor/ Volunteer Manager.

## **Handling other people's money**

It is advisable not to handle clients' money. However, if you are asked to do a little emergency shopping, then obviously, this cannot be avoided. In this case it is a good idea to have the money and shopping list in an envelope that the client will seal and sign outside indicating the amount of money there is inside.

To avoid problems always let the client open their own purse or wallet. Where possible, try not to remove their wallet or purse from the owner's view. Always make sure that any money you remove is done so with the client's permission and is done in a way so that they can see the money (where possible).

Always write down the amount of money you have been given and then get a receipt for any purchases. When you return money, count back the change from the amount previously written and give the client the receipt.

To avoid awkward situations, don't spend over the amount of money you were given, as it may be difficult to recoup any of your own money. Age UK Barnet is unable to provide you with the shortfall of any of the money used for clients' shopping.

## Health & Safety

Age UK Barnet is committed to the health & safety of its volunteers and aims to identify and make them aware of any health and safety issues.

- Never do anything that could endanger yourself, a member of the public or a client.
- Be aware of your own limits and please explain to your supervisor if you cannot undertake a task.
- Ensure that you are aware of and follow all the health and safety procedures for the premises that you work at.
- Community volunteers must follow the signing in arrangement stipulated by the organisation responsible for the premises they work at, school, community centres etc.

A copy of the Health & Safety Procedure is available from the Volunteer Manager

### In the event of an accident

**Any** accident or incident must be reported as soon as possible and a record will be kept. We need to know of any accident or incident to comply with the relevant legislation and in order to take appropriate action.

### Lone working

- We take your safety while working on our behalf very seriously.
- All premises that our volunteers work in need to be risk assessed by a member of Age UK Barnet staff or of a partner organisation.
- It is our organisation's policy that all arrangements for visits to clients are made or monitored centrally through our office.
- Volunteers who are visiting clients for specific tasks short-term tasks are required to let their supervisor know when they have arrived and left a client's home via text/email or phone.
- Volunteers are also required to let us know of any changes to arranged visits so that we can monitor their service and ensure their safety.
- Exchange of emails needs to be done with absolute caution and in agreement with the client and your supervisor.
- If a volunteer at any stage feels that they are in potential danger they must remove themselves from the position of danger and inform the office as soon as possible. Please provide us with as much information as you can so we can take the necessary action.

### Insurance cover

While undertaking any **agreed** tasks as a volunteer organiser for Age UK Barnet you will be covered by Age UK Barnet's insurance policy in respect of public liability and personal accident. It is therefore important to ask the client to contact Age UK Barnet if they need additional help.

- Most insurance companies class voluntary work as being of a "social and domestic" nature, which does not necessitate an increase in premium. However,

you must inform your insurance company and obtain written clearance before you take on any voluntary driving work. Please get a template letter from your supervisor. You must show proof of your third party insurance cover before your mileage claims can be met.

- It is also in your interest to check with your insurance company that you will be covered for any damage to your own vehicle while undertaking driving tasks for Age UK Barnet.

## **Guidelines for volunteer drivers**

These are to ensure the safety of you and your passenger(s). In most cases, drivers will be required to have an advanced Disclosure and Barring Service clearance check, which we will arrange.

### **A: Drivers**

1. **Licence** - A full driving licence is required (not provisional). You will need to submit your licence for inspection in order to ensure it is up to date. Certain endorsements may mean that you will not be able to carry Age UK Barnet clients.
2. **Vision** - If you are required to wear glasses or contact lenses while driving, please do so.
3. **Fitness to drive** - Please remember that many factors can affect your ability to drive, medication, tiredness, illness. If you do not feel able/well enough to drive, don't drive.
4. **Training** - If your role requires you to offer assistance to passengers getting in and out of your vehicle, ensure that your supervisor has provided you with access to appropriate training/information. If you are to carry passengers with mobility or sensory impairment, a risk assessment should be carried out in liaison with the project manager.
5. **Mobile phones** – should not be used while driving.

### **B: Your vehicle**

1. **Checks on your vehicle** - Ensure that your vehicle is roadworthy. The Highway Code sets out the regular checks that drivers must carry out on the roadworthiness of their vehicle: brakes, lights, steering, tyres etc.
2. **MOT** - You must hold a valid MOT certificate.
3. **Seat Belts** - You must wear seat belts, unless you are exempt (see the Highway Code).
4. **Insurance** - Ensure that you have informed your insurance company of what you are doing. Ask the Volunteer Manager for a template letter.

### **C: Emergencies**

1. All accidents and incidents must be reported to Age UK Barnet.
2. In the case of a medical emergency, call an ambulance immediately and do not move passenger(s). First Aid should only be applied if you have the relevant training and only if there is a risk to life.
3. If you are involved in an accident with another vehicle, you will need to obtain details of the other driver –registration, insurance details, name address etc. You also have a duty to provide these details to the other party.

## Expenses

Volunteers may incur expenses during the course of volunteering for Age UK Barnet and they should not be left out of pocket because of carrying out their duties. These can include travel expenses, e.g. bus or tube fares from their homes to the agreed venues for training or volunteering duties.

A volunteer driver can claim both the approved mileage rate plus a passenger payment of 5 pence per mile for every passenger they are carrying in the course of their volunteering. This includes passengers who are service users or clients of a community transport scheme. Please include the names of your passengers and the reason for the journey on your claim form.

### Current mileage rates are:

- Cars and vans: 45p per mile regardless of engine size
- Motorcycles: 24p per mile
- Bicycles: 20p per mile

**Passenger payment:** 5p per mile per passenger (this can be claimed in addition to the car and van mileage rates above)

- If a volunteer is involved with Age UK Barnet for more than 3-4 hours which includes a meal time, then a meal is also a valid expense. A payment of up to £5.00 is considered reasonable.
- Activity centre volunteers may book a free cooked meal with the centre staff.
- All expenses claims should be backed up with evidence, e.g. bus or tube tickets, till receipts, copies of bills.
- Claims to be made monthly using the 'Volunteer Expenses Claim Form' and/or the Volunteer Mileage claim form. Copies can be found in the appendix and on the website. Further copies can be obtained from the Volunteer Manager.
- The form must be submitted no later than 10 days after the end of the month.
- All forms must be authorised by a Line Manager.
- In order to claim expenses your bank details will be required. Payments will normally be made direct to bank accounts, though small occasional expenses may be claimed from petty cash.

## Support and Training

### Volunteer support

- All volunteers have a month's trial period
- All volunteers should have regular support sessions with their supervisor and/or the Volunteer Manager. This gives you a chance to let them know how you are doing, to discuss difficulties and highlight achievements.

- If you do have a problem with either the operational aspects of the service, the tasks you are offered, or anything of concern then talk about it with your supervisor/and or the Volunteer Manager.
- Each supervisor also provides volunteers with the opportunity to meet other volunteers. It will give you a chance to swap experiences, ideas and concerns and have an enjoyable time.

### **Training**

- All volunteers are required to undertake an induction program.
- Some volunteer tasks have a specific training requirement which must be completed within a specified time frame. If the training requirement is not met then the volunteer may have to be reallocated until it is completed.
- If there is training in any specific volunteer-related area, which we do not provide, then please discuss this with your supervisor/Volunteer Manager.

**The following Policies are part of Employment Legislation but volunteers should be aware of them and the full policy documents are available on request.**

### **Equality and Diversity**

Age UK Barnet is committed to promoting equality and diversity, to pursuing non-discriminatory policies and practice and eliminating unfair discrimination on grounds of age, gender, marital or civil partnership status, pregnancy or maternity, sexual orientation, religion or belief, class, nationality, colour, ethnic origin, political belief or disability including special needs.

### **Whistleblowing**

Age UK Barnet is committed to the highest standards of openness, probity and accountability. It seeks to conduct its affairs in a responsible manner taking into account the requirements of the funding bodies and the standards in public life set out in the reports of the Nolan Committee.

### **Bullying and Harassment**

Age UK Barnet regards harassment and bullying as unacceptable. Age UK Barnet believes that all staff, clients and volunteers have a right to be treated with dignity and respect. Acts of harassment or bullying may be dealt with under Age UK Barnet's disciplinary procedures, and may be classified as gross misconduct should a case prove to be sufficiently serious.

The aim of this policy is to eliminate all forms of offensive behaviour, to raise awareness of the effects of such behaviour on individuals and the working environment and to promote a climate in which staff and volunteers feel able to raise complaints of harassment or bullying without fear of victimisation.

### **Definitions**

Bullying and harassment have been defined as:

**Bullying:** Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

**Harassment:** Unwanted conduct that has the purpose or effect of either violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for the person in the workplace.

It will be related to one of the following: race, nationality, gender, gender reassignment, marital status, pregnancy or maternity, disability, religion or belief, sexual orientation or age and may be an isolated incident or persistent.

### **Health and Safety Policy Statement**

The management of Age UK Barnet recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the company's activities, and that managing health and safety is a business critical function.

### **The Quality Policy**

Age UK Barnet is committed to providing high quality services in a flexible manner that consistently meets people's individual needs, situation and expectations, achieves the highest level of customer satisfaction and are good value for money. Age UK Barnet is committed to providing services in a professional and ethical manner in full accordance with our values of being at all times and in all respects Focused, Responsive, Experienced, Caring, Fair and Positive

### **Data Protection**

Age UK Barnet is required to process relevant personal data regarding staff, clients and volunteers as part of its operation and shall take all reasonable steps to do so in accordance with this Policy. Processing may include obtaining, recording, and holding, disclosing, destroying or otherwise using data. In this Policy any reference to clients includes current, past or prospective clients.

Age UK Barnet has appointed the Chief Officer as Data Protection Controller who will endeavour to ensure that all personal data is processed in compliance with this Policy and the principles of the Data Protection Act 1998.

Age UK Barnet shall so far as is reasonably practicable comply with the Data Protection Principles contained in the Data Protection Act to ensure all data is:

- fairly and lawfully processed
- processed for a lawful purpose
- adequate, relevant and not excessive
- accurate and up to date
- not kept for longer than necessary
- processed in accordance with the data subject's rights
- secure
- not transferred to other countries without adequate protection

Personal data covers both facts and opinions about an individual. Age UK Barnet may process a wide range of personal data of staff, clients and volunteers as part of its operation. This personal data may include (but is not limited to); names and addresses, bank details, disciplinary, and attendance records and references.

Consent may be required for the processing of personal data unless the processing is necessary for Age UK Barnet to undertake its obligations to staff, clients and volunteers. Any information that falls under the definition of personal data, and is not otherwise exempt, will remain confidential and will only be disclosed to third parties with the consent of the appropriate individual or under the terms of this Policy.

Age UK Barnet may, from time to time, be required to process sensitive personal data. This data includes medical information and data relating to age, religion, race, or criminal records and proceedings. Where sensitive personal data is processed by Age UK Barnet, the explicit consent of the appropriate individual will generally be required in writing. Volunteers are required to keep any information of this nature safe and to dispose of it permanently when it is no longer relevant to their volunteer role.

Individuals have a right of access to information held by Age UK Barnet. Anyone wishing to access their personal data should put their request in writing to the Data Protection Controller. Age UK Barnet will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event, within 40 days for access to records and 21 days to provide a reply to an access to information request.

You should be aware that certain data is exempt from the right of access under the Data Protection Act 1988 this may include information that identifies other individuals, information that Age UK Barnet reasonably believes is likely to cause damage or distress, or information that is subject to legal professional privilege.

Age UK Barnet will also treat as confidential any reference given by Age UK Barnet for the purpose of the employment, or prospective employment of any employee. Age UK Barnet acknowledges that an individual may have the right to access a reference relating to them received by Age UK Barnet. However, such a reference will only be disclosed if such disclosure will not identify the source of the reference or where, notwithstanding this, the referee has given their consent or if disclosure is reasonable in all the circumstances.

The rights under the Data Protection Act are the individual's to whom the data relates.

Certain data is exempted from the provisions of the Data Protection Act 1988 which includes the following:

- The prevention or detection of crime
- The assessment of any tax or duty
- Where the processing is necessary to exercise a right or obligation conferred or imposed by law upon Age UK Barnet.

The above are examples only of some of the exemptions under the Act. Any further information on exemptions should be sought from the Data Protection Controller.



Age UK Barnet may receive requests from third parties to disclose personal data it holds. Age UK Barnet confirms that it will not generally disclose information unless the individual has given their consent or one of the specific exemptions under the Data Protection Act 1988 applies. However Age UK Barnet does intend to disclose such data as is necessary to third parties for the following purposes:

- a) To give the minimum necessary information in the pursuance of an outstanding debt incurred by an individual.
- b) To disclose information where Age UK Barnet is legally obliged to do so (e.g. to tax authorities).

Where Age UK Barnet receives a disclosure request from a third party it will take reasonable steps to verify the identity of that third party before making any disclosure.

Age UK Barnet will, from time to time, make use of personal data relating to staff, volunteers and clients in the following ways. Should you wish to limit or object to any such use please notify the Data Protection Controller in writing.

#### **Use of photographic material**

- a) To make use of photographic images of staff, clients and volunteers in Age UK Barnet publications and on the Age UK Barnet website. However, Age UK Barnet will not publish photographs of individuals without the express agreement of the appropriate individual.
- b) For fundraising, marketing or promotional purposes.

## Appendix

<b>Age UK Barnet Volunteer Expenses Claim Form</b> <b>Expense Claim Form Period (month):</b> <b>Name:</b> <b>Base:</b> <b>Home address:</b>				
Date	Description	Client ( if applicable)	Cost	Totals
Total amount claimed:				
Signature of Volunteer:		Authorised:		
Date:		Date:		

\* Please complete this form at the end of each calendar month and return to your supervisor or to Barish (Accounts based at Ann Owens) [barish.sonmez@ageukbarnet.org.uk](mailto:barish.sonmez@ageukbarnet.org.uk)

## Age UK Barnet Volunteer Mileage Claim Form

Month :

Name:

cc car:

Index:

Date	Purpose of Journey/client assisted	Cost	Miles	Total
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
		0.45		
Total amount claimed				

Signature of Volunteer

Date

Authorised by:

Date

*Mileage: 45p per mile and 5p per mile per passenger (this can be claimed in addition to the car/van mileage rate)*

\* Please complete this form at the end of each calendar month and return to your supervisor or to Barish (Accounts based at Ann Owens) barish.sonmez@ageukbarnet.org.uk