



**Independent
Age**

Lived Experience
Advisory Panel Training

What to expect from today's training

- Introduction to Independent Age – mission, vision & values
- Introduction to your role
- How to stay safe while you're doing your role
- Next steps after today's session



Vision, Mission and Values

Vision

We can all live a happy, connected, and purposeful later life.

Mission

Our mission is to ensure that as we grow older, we all have the opportunity to live well with dignity, choice, and purpose.

Values

Purpose Driven
Compassionate
Expert

Collaborative
Accountable
Inclusive

Volunteer Vision

Whether performing an active role in their communities, increasing awareness, campaigning for change, or raising funds, volunteers play an essential role in increasing our impact.

Our volunteers work in collaboration with our employees, bringing their skills, experience, passion and expertise to all areas of our work.

We appreciate, support and celebrate our volunteers for their diversity and creativity. Our volunteers increase our capacity and impact, enabling us to ensure that more people can grow old well, with dignity, choice and purpose.

By working with our volunteers, we increase our reach and impact in a wider range of communities across the UK.

How we help



**Independent
Age**

Information, Guides,
and Advice

Money
Support & Care
Housing
Health
Planning

How we help



**Independent
Age**

Helpline

0800 319 6789

Monday to
Friday
8:30am-6:30pm

How we help



**Independent
Age**

Calls and Visits

Friendship Services
Phone Calls
Discussion Groups

How we help



**Independent
Age**

Campaigning

Financially Secure
Healthy
Active
Connected

How we help



**Independent
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Public Fundraising

Trusts
Corporate
Events
Individual Giving

How we help



**Independent
Age**

Grant Making

May 2020

- 227 Grants

- £3.3m

-National Programme
of local grants

Any questions about our work?



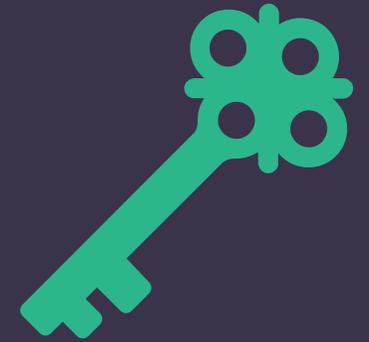
Equity, Diversity and Inclusion



EDI Statement

Our EDI statement applies to everyone who may seek our support, and also to those who seek to support us in delivering our mission to ensure *that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.* This includes the people who use our services, our staff, volunteers, partners, supporters and suppliers.

Data Protection



Why is data protection important for you as a volunteer?

- Data Protection and the GDPR is a legal requirement but also helps us to be mindful of people's wishes and conscientious when handling and storing their information.

Data includes:

1. Personal Data, including name, mobile phone and contact details
2. Special Category Data including health and social care information

What can you do to keep confidential information safe?



Safety Online

- Please do not email personal details to any other person or organisation, except where approved by your Independent Age contact
- If you need to send personal or sensitive information to an Independent Age staff member, please phone or email first to agree the preferred method
- When using social media, do not post anything about other volunteers, staff members, older people or anything that could cause reputational damage to Independent Age.



Six principles of Data Protection

There are six principles that everyone has to abide by:

1. To be **lawful, fair and transparent** when collecting, storing and processing people's information
2. Information is collected only for a **specific purpose**, with consent from the person
3. To **minimise** the information collected from an individual
4. To ensure this information is **accurate and complete** and kept up-to-date
5. To **limit the time information is kept for**
6. To maintain the **integrity and confidentiality** of any information so only those people who needs to see it, can do so.



Data Breach

What is a 'data breach', and what do I do if one happens?

A data breach is a security incident, by accident or on purpose, in which personal or other confidential information data is copied, transmitted, viewed, stolen or used by an individual unauthorized to do so.

Please note: If you are unsure that a breach has taken place, err on the side of caution and report the incident anyway.



When your volunteering comes to an end

- Delete any electronic data you have, from your working folders, but also from the electronic recycle bin
- Delete/securely dispose of any paper notes you may have made
- Delete any contact details you may have on your mobile



Any questions about Data
Protection?



Safeguarding



What is Safeguarding?

“Protecting an adult’s right to live in safety, free from abuse and neglect.”

Aims:

To stop abuse and neglect where possible

To prevent harm and reduce the risk of neglect to adults

Why is safeguarding important to your role?

- It's integral to our mission of ensuring older people can live well, with dignity choice and purpose
- Reinforced by legislation that we all have a responsibility to act if they have any concern that an adult is being abused, neglected or exploited.
- Safeguarding is everyone's business

What is abuse?

“A violation of an individual’s human and civil rights by any other persons.”

- A single act, an accumulation or an omission
- Power imbalance. A person abusing someone who is less able to protect themselves
- Not always intentional
- Can be carried out by **anyone** including:
 - Family and friends
 - Professionals, including paid and informal carers
 - Neighbours
 - People in positions of trust
 - Organisations
 - Strangers and opportunists

Types of abuse

Type of Abuse	Description
Physical abuse	An act causing injury or trauma to another person e.g. hitting, pushing, misuse of medication or restraint.
Sexual abuse	Forcing someone to participate in sexual activities or conversation against their wishes.
Psychological abuse	Including emotional abuse, threats of harm, humiliation, coercion, harassment.
Financial/material abuse	Theft, fraud, exploitation, pressure in relation to wills or inheritance.
Discrimination	Not respecting differences and treating someone different because of their: disability, gender, race, age, religion or beliefs.

Types of abuse

Neglect	Description
Neglect/Acts of Omission	Ignoring medical or physical care needs, failure to provide access to appropriate services, withholding of necessities of life (medication, adequate nutrition and heating)
Self-neglect	Failure of an individual to care for themselves with the result that there is a likely or actual serious impairment to themselves. Includes: hoarding disorder and substance misuse.
Organisational abuse	The needs of an individual are overridden by the needs of an institution e.g. lack of choice of meals, activities, poor timekeeping of administering medication, lack of privacy, dignity or respect for service users.
Domestic violence	Abuse of a partner within an intimate/family relationship. This can be physical, psychological, financial or sexual

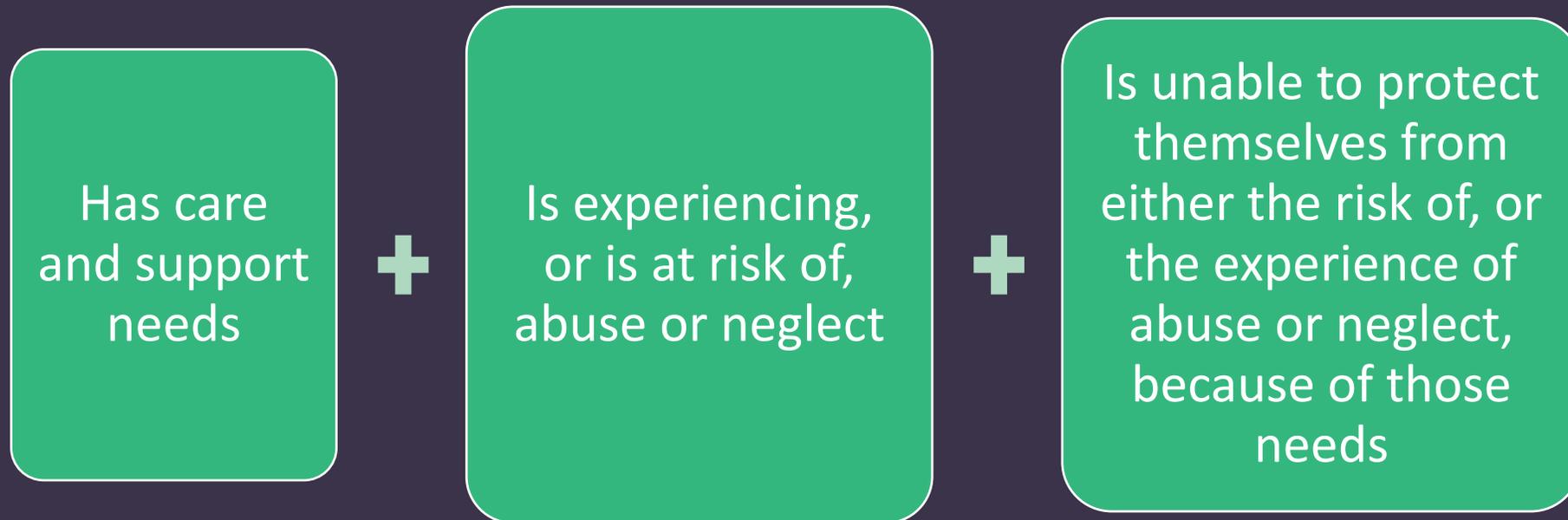
Indicators of abuse and neglect

You may notice:

- Personal, medical and social needs not being met
- The person is not well cared for, cold, poorly dressed or hungry
- Unhygienic living conditions
- Reluctance to engage with medical and/or social care support
- Changes in mental health or indications of self-harm

When is a safeguarding response required:

An adult who:



Reporting concerns to Independent Age

Call Emergency Services: If someone is in urgent need of assistance contact emergency services in the first instance

During office hours, 9am – 5pm: Contact your Independent Age contact who can assist.

In the evening (between 5pm – 9pm) or at the weekend (from 9am – 9pm): contact the out of hours safeguarding line.

Safeguarding out of hours number:
020 7605 4455



Independent Age

LEAP – Lived Experience Advisory Panel



HOW WE ACHIEVE CHANGE

Policy	Public Affairs	Campaigns
<p>The policy team produces and promotes cutting edge research on the reforms we need to improve older people's lives. They investigate the problem, analyse data and propose potential solutions.</p>	<p>The public affairs team takes our case to the decision makers. They manage the charity's relationships with the Ministers, MPs, civil servants and local government who have the power to make the change we want to see.</p>	<p>The campaigns team mobilises the public to demonstrate the widespread support for our policies and increases pressure on the decision makers. They ensure the voices of older people and their families are front and centre.</p>
		

What issues do you think might affect people in later life?



LEAP – Lived experience advisory panel

At Independent Age it is of key importance to us that older people's voices and experience are at the heart of our work.

Once you sign up as a LEAP volunteer you will join a 'pool' of volunteers.

These maybe small ad hoc actions or you could join an activity group based on your individual expertise, interest, experience or availability.

LEAP – key info

- How sessions will be run
- Time commitment
- Expenses
- Training opportunities
- Communications
- What's coming up?
- Key contacts



Any questions?



Get in touch

Email: Campaigns@independentage.org



Supporting You - Volunteering Team

Get in touch!

Volunteer.Recruitment@independentage.org

Volunteering@independentage.org

0207 605 4255

Office hours: Monday – Friday, 9am – 5pm



If things are not going quite right...

- Questions
- Queries
- Concerns
- Complaints

Raise locally or with the volunteering team as early as you can.



Next Steps

- Data Protection Form
- Volunteer Agreement
- Your Independent Age contact will be in touch

Questions



Thank you!