



**Independent
Age**

Volunteer Training



Independent Age

Welcome to volunteer training!

We will start at 10.30am

In the meantime, do check that your sound and video are working and grab yourself a cuppa!

If you have any technical issues, let us know by using the chat function or phoning
020 7605 4255.



Independent Age



Housekeeping

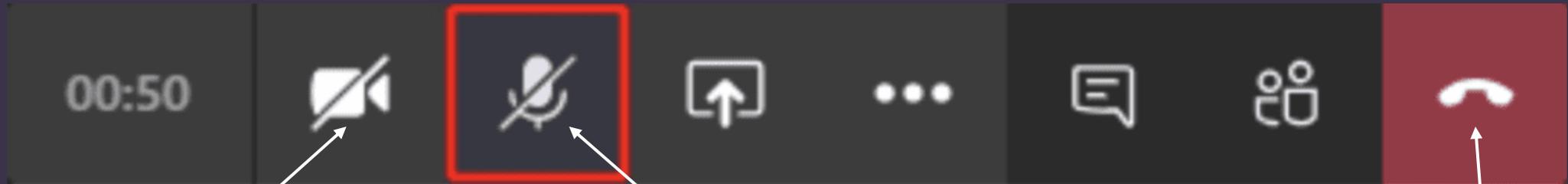
- Mute your mic unless you're speaking
- Before you speak, say your name so that we know who is contributing
- Ask questions
- We'll take regular breaks but do move around and stretch your legs.
- Let us know in the chat or by email/phone if you have technical issues:
Volunteer.Recruitment@independentage.org or 020 7605 4255.





Independent Age

Teams icons:



Video on/off

Mute/unmute mic

Leave call

What to expect from today's training

- Introduction to Independent Age – mission, vision & values
- 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

How do we help?

Information
and advice

Community
Services

Campaigning

Digital and
Phone
Services

Helpline

0800 319
6789

Public
Fundraising

Grant
Making

Equity, Diversity and Inclusion



Why is inclusion
important in
your role as a
volunteer?



Equity, Diversity & Inclusion 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.

Any questions about our work?



It's important to
remember...

Independence



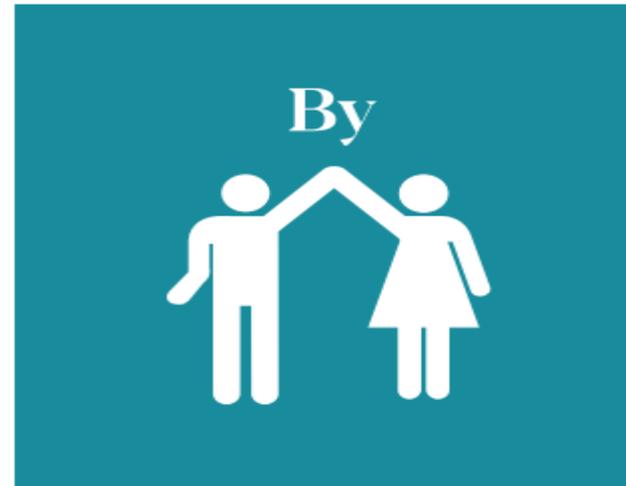
Putting people at the heart of what we do

**“It felt like it was:
Delivered by them, To us.”**
(Medical Model)



**“It felt like it was:
Delivered by them, For us.”**
(Charity Model)

**“It felt like it was:
Delivered by them, With us.”**
*(Social model, Advocacy,
Co-design/Co-production/
Asset Based Approaches)*



**“It felt like it was:
Delivered By Us, for us.”**
*(Asset Based
Community Development)*

Any questions about how we support
older people?



Break

Safeguarding



What is safeguarding?

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

**Stop
& Prevent**

Why is safeguarding important in your role?

Integral to our mission

Reinforced by legislation

Safeguarding is everyone's business

6 Principles of safeguarding

Accountability

Empowerment

Partnership

Prevention

Proportionality

Protection

What is abuse?



A violation of an individual's human and civil rights by any other person or group of people

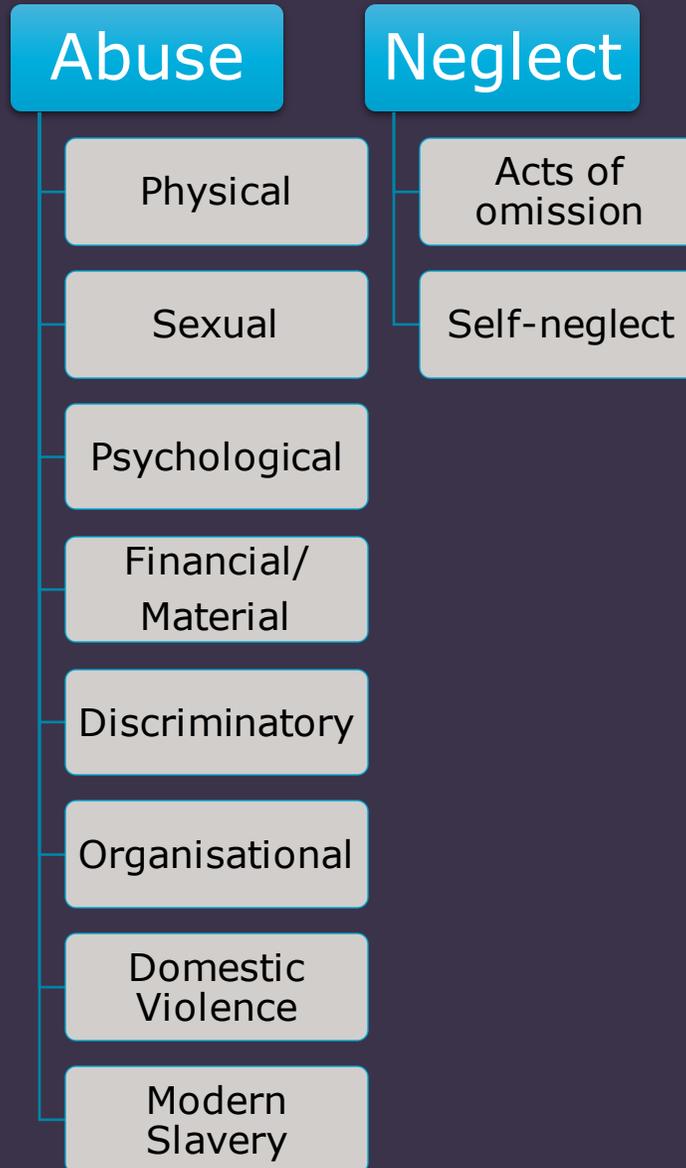
Single act, accumulation, or omission

Power imbalance

Not always intentional

Carried out by anyone

Types of abuse



Indicators of abuse and neglect



When is a safeguarding response required?



Care and support need



Experiencing, or at risk of experiencing, abuse or neglect



Unable to protect themselves because of their needs





When is a safeguarding response required?

You don't need proof.

Even if it's a gut-feeling, let us know.



Why an older person might not disclose

Fear

Self-blame

Shame

Hopelessness

Knock-on effects

Safeguarding Scenario

You have been meeting/speaking with Mavis for 2 weeks. One day she tells you about Brian, a nice man who has moved in nearby. He's offered to help her out with little errands. Mavis is thrilled as she could do with some help.

Next week Mavis continues to talk about Brian in glowing terms. He now has the keys to her flat and pops his head round most days to see if there is anything she needs.

After a couple of weeks Mavis mentions that Brian is popping in a little too much; he no longer knocks before coming in and she feels she has lost control of his visits. Also, Mavis says that he doesn't always give her the correct change. She asked him about this and he appeared annoyed and said that he keeps a little to cover his time for doing the chore.

You ask Mavis if she would like some support in explaining how she feels to Brian but she isn't sure. She really appreciates his help and doesn't want to do anything to jeopardise the relationship.



Safeguarding Scenario

Betty is in her 80s and has lived alone for some time. She has been part of the Telephone Group that you have been facilitating for the past couple of months. She's very chatty and seems to enjoy getting to know the other group members. In previous calls, when chatting about her life, Betty mentioned that she's supported twice a day by a carer who helps her to dress, shower and make her meals. You join your group call and Betty is unusually quiet and isn't contributing to the conversation like she usually would. You ask Betty if she's okay, and she explains that a new carer has started to support her, and that they aren't providing her with food that she likes so she's going hungry. They also don't give enough time to helping her wash and dress.



Responding to Concerns

Ensure the person is safe, **if there is an immediate threat to life, contact emergency services**

Do

Ensure safety

Stay calm & listen

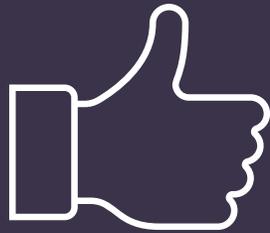
Reassure

Show empathy & keep an open mind

Treat the information seriously

Establish & record the basic facts

Share the information with us



Don't

Ask intrusive questions

Investigate

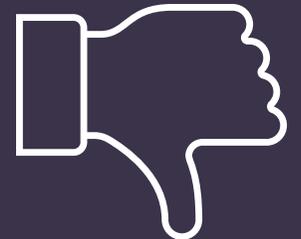
Interrupt

Contact alleged abuser

Judge

Make promises

Discuss



Reporting concerns to Independent Age

**Monday-Friday
9am-5pm**

**5pm-9pm evenings,
Weekends & Bank
Holidays, 9am-9pm**

**Emergencies
at any time**

Independent Age contact

Out of hours safeguarding line
020 7605 4455

999



Questions



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

You will be sent and asked to sign a copy of our Data Protection and GDPR guidelines which will also give you guidelines on how to protect personal information



Data Protection in your volunteering role

Thinking about your volunteering role, what personal or sensitive information might you know about someone?

What could you do to keep this information safe?

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
- Securely dispose of any paper notes you may have made
- Delete any contact details you may have on your mobile



Questions



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

Speak to your Independent Age contact or the Volunteering Team



Next Steps

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

Questions



Thank you!