Langdon

Empowering independence

Volunteer handbook

Warm Welcome to Volunteering at Langdon

Dear Volunteer,

I would like to welcome you to Langdon and to thank you for offering your invaluable support wherever you choose to be involved in the organisation.

As a volunteer, you bring a range of skills, experience and wisdom that enhances the care and support we provide to young people and adults with learning disabilities and/or autism spectrum disorders. You bring community into the organisation whilst also connecting Members with their community. Volunteering does not replace the work of our staff but enhances the experience that we can offer to Members. We take the role of being a volunteer as seriously as a staff member so that you feel safe, equipped, informed and inspired each time you contribute your time.

By volunteering with us you are helping to improve life for Members at Langdon by providing life enhancing services and vital support. Volunteering remains central to the ethos of the organisation and the delivery of many of our services. You make a huge difference to what we are able to do and the quality of services we are able to provide.

We aim to ensure that those who dedicate their time to support our work feel valued, useful and proud to be part of Langdon. This handbook contains important and useful information about volunteering with us. Please read it carefully and keep it somewhere safe to refer to when needed.

If you have any questions, please do not hesitate to contact **bwalyatreasure@langdonuk.org** or any of the Langdon team who will be more than happy to help.

Thank you once again for helping us to make a difference.

Neil Taylor
Chief Executive

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"We would love to have more volunteers, we welcome people to come around and have a look at the place, out of interest and to encourage them to volunteer. People have preconceptions about disability and it's completely wrong. Everyone has something to contribute. What they (Members) need is encouragement, confidence to try things and support. And giving support is always rewarding"

- SUSAN

About Langdon

Langdon helps hundreds of young people and adults with learning disabilities and autism in London and Manchester to live independent lives through supported living, education, employment support and social activities. We empower our Members to live their very best lives independently and be their best, true selves. This is something that we call livingness; it is the absolute essence of what we provide for our Members and their families. We help ensure Members have the same opportunities as the rest of society, and to be active and engaged members of the local community.

History and Vision

Langdon College began with six students, and since then numbers have grown to over 40 students. It was named after Margaret Langdon, a prominent Manchester Jewish philanthropist and activist in community care, who set up Delamere Forest School in 1921.

In 2005, Langdon established supported living communities for people leaving the College. Today, the Langdon community is now made up of over 100 people, living in supported accommodation in over 60 properties in Manchester, and London, in Edgware and Borehamwood. A dedicated employment service was set up in 2004, and Maccabi House, a community building for Langdon and its Members, was opened in Edgware in 2012. Langdon's support to its Members is provided within a Jewish ethos, and has a dedicated Jewish Ethos Manager to assist with this work.

Our Vision and Mission: Our vision is to ensure that people with learning disabilities have the same opportunities as everyone else, so they can live independently in their local community. Our aim is that people with learning disabilities live in an inclusive world where they are valued equally. Our aspiration is to create a community in which Jewish young people and adults with learning disabilities or with autistic spectrum disorders thrive and have equal opportunities to live the lives they choose.

My Volunteer Experience

What we offer you

Because we know everyone is different, we are creative in offering a wide range of opportunities for people to come together in a way that works for them. This could be anything from one to one befriending to specialist interest groups, internships or perhaps being involved in a social enterprise. Whatever your role is we value the time, support and commitment that you are giving to Langdon. We are committed to offering all volunteers clear and structured guidance in their role. Langdon also knows how important it is, both for you and us, that you keep on developing your skills and knowledge, and that's why we have structures in place to ensure your time with us stays fulfilling and productive.

When you start Volunteering

Induction

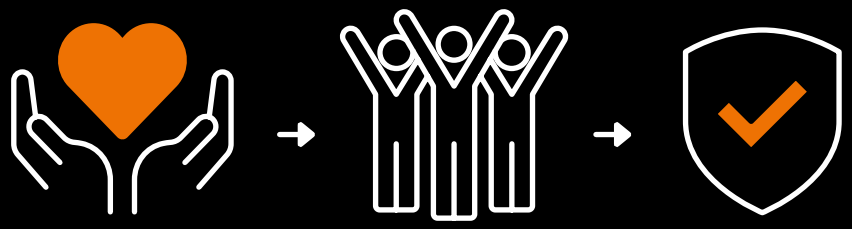
We might suggest a short trial period as sometimes people take a couple of attempts to find their perfect volunteer role. Your Volunteer Link Worker is the person to whom you will be responsible and who will support and guide you in your role. They will go through your induction with you before your role begins or on your first day.

They will:

- Describe the typical activities undertaken in your role
- Introduce you to the staff, volunteers and Members involved
- Highlight important health and safety measures and fire procedures
- Show you where everything is – including tea and coffee
- Ask you if you have any special requirements in order to carry out your role

Ongoing Support

The Head of Community Engagement will contact you approx. 6 weeks after you start to discuss with you how you feel your volunteering is going. In the meantime, please contact your Volunteer Link Worker if you have any questions, concerns or need any support with your volunteering. See the Useful Contacts section for contact details. The Head of Community Engagement will also meet with you annually for a review of your year at Langdon. They will also be available to chat with you at any other point in the year, should you wish.



What training will I receive?

When you start your Volunteer Link Worker will talk you through the tasks specific to your role, how to carry out your role and who to speak to if you are not sure about something. Please don't be afraid to ask, we want you to be comfortable and confident in your role. If you think you need more training in any particular area, please speak to your Volunteer Link Worker or Head of Community Engagement.

Introduction to Langdon Workshop

As part of your induction you are required to attend an Introduction to Langdon Workshop. It is important you attend the session as soon as possible as it will help you understand the wider context of our work. They are informal and enjoyable sessions and are also a chance to meet staff and other volunteers. Please ensure you attend one of these sessions at the earliest opportunity.

Further Training

We offer several training sessions including: Safeguarding, Manual Handling, First Aid, Fire safety, GDPR and Food Hygiene if relevant to the volunteer role. If you have specific training needs please speak to your Volunteer Link Worker.

Mutual Expectations

What you can expect from us:

- To be valued and respected, whoever you are and whatever your background
- To have an identified Volunteer Link Worker who will provide guidance, support and be in regular contact
- Clear direction from your Volunteer Link Worker on carrying out your role as well as information about relevant training opportunities
- To have a full induction into your role and to Langdon with ongoing support including annual reviews
- To be able to contact the Volunteer Link Worker if you have concerns or issues that you feel you can't raise with your Volunteer Link Worker
- A creative approach to your role to allow you the chance to use your skills, interests and hobbies
- Recognition for your volunteering to include an Annual Volunteer's Event to celebrate your contribution
- To receive agreed out of pocket expenses
- To be able to change your mind or decline a volunteering activity without feeling pressured
- To be able to discuss an alternative volunteer role if you feel the current one is not working out for you

What we expect from you

- To adhere to the fundamental principles and values of Langdon, in particular to treat people with dignity and respect – as outlined in the new Friends and Family care agreement
- To be reliable and let us know as soon as possible if you are not able to attend your volunteer session or if any circumstances change that will affect your volunteering
- To let your Volunteer Link Worker or other manager know if you are concerned for the safety or welfare of a client To be our representatives in the local community, letting people know about our work, services and fundraising activities
- To be our representatives in the local community, letting people know about our work, services and fundraising activities
- To support and act in accordance with our Policies & Procedures (see the Key Policies section and refer to your Policy Booklet)
- Take part in training and update sessions relevant to your role
- To understand that we may sometimes need to offer constructive comments about your actions when volunteering
- To give the best of your skills and abilities to meet the required standards relating to your volunteer role
- To speak to your Volunteer Link Worker or Head of Community Engagement as soon as you have any concerns or issues – don't let them fester!
- Treat all Members, volunteers and staff with respect
- To be aware of and report any hazards, spillages, obstacles, fire hazards etc. as soon as possible to a member of staff

Volunteer Frequently Asked Questions

Who do I speak to if I don't know what to do or don't understand something?

Ask your Volunteer Link Worker, who will help you and answer any questions you may have at any time. You will also be invited to an Annual meet up with the Head of Community Engagement to discuss how you are getting on in your role.

What do I do if I am not happy in my role?

Often some adjustments can be made which will improve the situation for you. Talk to your Volunteer Link Worker first. If that doesn't help, then do speak to the Head of Community Engagement.

What should I do if I am ill or can't come for any reason?

Please ring and let your Volunteer Link Worker know as soon as possible, so they can then begin finding someone else to 'cover'. It is also helpful for us to know in advance when you are planning any holiday, or a break from volunteering.

What expenses can I claim?

You can claim expenses for travel by bus or by car by prior agreement. If you are helping for more than four consecutive hours, meals and other extraneous costs are negotiated with your Volunteer Link Worker. You will need to keep relevant receipts and complete an expenses form. You will find an expenses form in your Welcome Pack or you can pick one up from your Volunteer Link Worker. You will need to give the completed form and receipts to the Head of Community Engagement for authorising. Please see our Expenses Policy for more details.

What do I do if I am using my car as part of my volunteering role?

If you haven't already done so, you will need to show us your driving licence, MOT and insurance documents.

How can I make comments or suggestions about the organisation?

We welcome your thoughts and suggestions about Langdon and the way we do things. Do let us know through your Volunteer Link Worker, or go to the concerns, compliments and comments section of the website **www.langdonuk.org/compliments-concerns-or-complaints**

Key Policies and Guidance

The Health & Safety Policy outlines how Langdon creates a safe working environment and what to do if you see something that may cause a fire or an accident.

It is everyone's responsibility to be alert to any potential hazard around the people they are involved with or the buildings and equipment they use. If you see anything that you consider a risk to health & safety it is very important that you tell your Volunteer Link Worker, or whoever is in charge, immediately. Your Volunteer Link worker will explain the emergency and fire procedures to you and go over the Risk Assessment for the area you will be volunteering in. You will also be invited to attend relevant training.

The Confidentiality and Safeguarding Policies outline what to do if someone shares their personal information.

It's really important that anyone in contact with Langdon feels confident that information about them will be stored properly and only shared appropriately. Such information is to be treated confidentially and must not be discussed with anyone else without that person's permission. However, there are exceptions to this, especially if the person telling you is being harmed or is at risk of being harmed (see The Safeguarding Policy information below). Your Volunteer Link Worker will explain this in more detail.

The Safeguarding Policy outlines what to do if you feel that someone is being treated unfairly or someone tells you that they are being hurt or threatened.

- If someone discloses that they have been harmed or are at risk of being harmed, you have a legal obligation to tell a senior member of staff. If someone discloses information to you remember:
- Do not promise to keep the information to yourself.
- Re-assure them that they have done the right thing in telling someone but that you will have to pass the information on to a senior member of staff for their own safety.
- Speak to your Volunteer Link Worker immediately.
- You may also need to write down, as accurately as possible, what they told you.
- If you have any concerns at all about how someone is being treated speak to a senior member of staff.
- Your Service Co-ordinator will explain this in more detail.

The Data Protection Policy explains how Langdon treats personal data.

Langdon, like all organisations, is legally obliged to look after the personal and sensitive data we hold on individuals, which includes their name and contact details. Sensitive data stored by Langdon is done so with explicit consent. As a volunteer you may have access to or be party to personal information. As outlined in the Confidentiality Policy, this data must not be shared with anyone else without that person's permission.

The Bullying and Harassment Policy outlines what to do if you feel you are being bullied, intimidated or harassed or if you witness someone else being treated in this way.

Langdon will not accept harassment, bullying or intimidation from any staff member. Any accusation will be investigated and disciplinary action taken if the complaint is upheld. If you feel you are being harassed, bullied or intimidated or you witness someone else being subjected to this type of behaviour, please speak to your Volunteer Link Worker or Head of Community Engagement immediately.

The Equity, Diversity and Inclusion Policy outlines Langdon's approach to challenging discrimination and making our services accessible to all.

It is unlawful to discriminate, directly or indirectly, against someone because of age, disability, sex, gender re-assignment, pregnancy, maternity, race, sexual orientation, religion or belief or because someone is married or in a civil partnership. Equally, it is unlawful to fail to make reasonable adjustments to overcome barriers to anyone wanting to use our services.

The Expenses Policy outlines what expenses you can claim back when volunteering and how to put in a claim.

Langdon does not expect you to be out of pocket because of your volunteering activities. You can claim back expenses for:

- Travel
- Telephone calls
- Other expenses that you may incur, will be considered on an individual basis

Please discuss this with your Volunteer Link worker Expenses are claimed back by completing an expenses form and attaching relevant receipts. Forms can be acquired from your Volunteer Link Worker.

The Lone Working Guidelines outlines what to do if you visit people on your own.

The person you are visiting will have full knowledge of your visit and will have given permission for you to visit them. Please ensure that you have spoken to your Volunteer Link Worker about the boundaries of your relationship with the person you are visiting. This is to ensure the safety of both parties and to be certain that the person you are visiting has access to any support they need. Remember to put your own safety first. The Volunteer Link Worker will give you all the contact details you need, in case of any concerns you have for yourself or the person you are visiting. Please read the Lone Working Guidelines if you undertake lone visits as part of your volunteer role.

The "Whistleblowing" Policy

"Whistleblowing" is when someone raises a serious concern about an aspect of their organisation. Anyone raising a serious concern is able to do so without fear of reprisal. The Whistleblowing Policy outlines this process.

Resolving problems and concerns

If you have a complaint or grievance, or if it is felt that you are not carrying out your role satisfactorily, the organisation has approved ways of dealing with these issues. Please ask your Volunteer Link Worker if you would like copies of these procedures.

Social Media Policy and Procedure

You should not advertise what they do for us on social media. This includes taking or storing of photos, data, information, "tagging" or "checking in". It's recommended that you don't add anyone who they work with on social media or give out any private information, such as email, phone numbers or address. This varies on a case by case basis.

Jewish Information:

As we are a Jewish organisation, please also familiarise yourself with the following information provided:

- Dress Code Policy
- Jewish Ethos policy

Our Jewish programme empowers each of our Members to practise Judaism however they choose. Each Member comes from a different religious background, and our programme reflects that. Each Jewish festival has an easy read guide, Members are supported to keep kosher, host Shabbat lunches, and throw Purim parties. No matter how observant our Members are, there's something for everyone.

References and checks:

We must have a returned DBS which has been processed by Langdon, as well as two suitable references before any staff or volunteer is able to start in their post.

Insurance Details:

Langdon has employer's liability insurance, this provides insurance against liability for injury and disease experienced by staff and volunteers as a direct result of Langdon activity.

Some **Do's** and **Don'ts** for Volunteering

Do think about why you want to volunteer

Do make sure you know who you are responsible to and who you can go to for help and advice

Do use this opportunity to find out as much as you can about Langdon; you are now ambassadors

Do feel that it is fine to accept reimbursement for any out of pocket expenses you have incurred while volunteering. We don't want you to be out of pocket because of your volunteering activities.

Do keep to any arrangements you have made. If you cannot keep an appointment, let your Service Co-ordinator or the person you are visiting know in plenty of time

Do tell us about any health problems that may affect your Volunteering

Do enjoy your time volunteering with us and tell us how to make it even better

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Don't over commit yourself

Don't discuss personal details of any sort outside your volunteering role; confidentiality is important to us all

Don't keep worries or concerns to yourself. Speak to Volunteer Link Worker. We are here to help you!

Don't accept money as payment from someone you have helped while volunteering. Explain to them that they can make a donation to the organisation if they wish to do so

Don't leave without telling anyone first. If you feel that your volunteering is not providing the experience that you want, speak to your Volunteer Link Worker or Head of Community Engagement; they may be able to find a solution

Events and Fundraising

Langdon is responsible for raising funds needed to run our services; we don't receive any government funding for some of the services we run. We hold a number of fundraising events throughout the year. Ways you can help us with our fundraising activities:

- Help at our events
- Sign up for a sponsored challenge
- Help us spread the word – tell you friends and families about our events and encourage them to support us
- Organise a fundraising event at your place of work
- Attend our fundraising dinners
- Run your own fundraising event (you can contact us for advice and support)
- Follow us on Facebook and Twitter and share our posts with friends and family

We always need willing volunteers to help at our events. Please contact the Director of Fundraising for details or look out for appeals for support in our newsletters. See the Useful Contacts section for contact details.

We hope you have found this handbook useful. There are blank pages at the end of this booklet for you to make your own notes. Please consider sharing your thoughts and experiences with us. Feedback is a vital tool for growing and developing our services. We also welcome suggestions about this handbook and if there is additional information that you feel would be useful.

Please contact the Head of Community Engagement with any comments or feedback about Volunteering.

Thank you once again for all you do for us and for enhancing the lives of Members at Langdon

Key Information

My Volunteer Link Worker is: _____

Their working days are: _____

Their contact details are: _____

Tel: _____

Email: _____

My volunteer role is: _____

The date I started was: _____

The day and time I volunteer (if regular) is: _____

Notes and Useful information _____

Notes

Notes

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