



Welcome to the October edition of Volunteers News



# THANK YOU FOR ALL YOU DO FOR CARERS LEEDS

VOLUNTEER APPRECIATION MESSAGES: SEE PAGE 3



**compact for leeds**  
public and third sector  
working together for the people of leeds





## Tweet, Tweet—We are on Twitter



What is Twitter? It is a popular social networking site that we use to keep people informed of what we do at Carers Leeds. More of our project teams have now signed up including Carers Leeds Volunteering and Befriending. Val our CEO also uses Twitter. We are now using Twitter more than ever to let people know how much volunteers enrich our service and the lives of carers.

If you use Twitter you can follow @CarersLeedsVols and @CarersBefriends for positive volunteer stories and quotes.

You also can keep up-to-date with our latest news from our projects by following: @CarersLeeds, @DACarersLeeds, @hub\_leeds, @MH\_LD\_Carers, @WorkingCarers, @YACarersleeds, @Val\_CarersLeeds

If you have a smartphone we can show you how to use Twitter—speak to Volunteer Coordinators, Valerie or Nikki.

## Volunteer GDPR Training



Thank you to all our volunteers who have attended GDPR training and signed our new Data Protection policy. All our volunteers must undertake this training. If you haven't been able to attend any of the training sessions Valerie and Nikki will contact you. You have a couple of options: one-to-one training with either Valerie or Nikki or distance learning on a computer. It is now the law that both staff and volunteers have to undertake this training every year. We will always aim to make this training relevant and fun!

# THANKS FOR BEING AWESOME

**Volunteers' Week** takes place from 01 – 07 June each year and is a chance to say thank you for the fantastic contribution millions of volunteers make across the UK.

This year, Volunteers' Week was about volunteering for all – celebrating the huge range of people who give their time in so many ways. At Carers Leeds we are fortunate to have a brilliant team of volunteers who generously give their time to help us support more unpaid carers in Leeds. We would like to thank every single person for the time they give to help our service run smoothly. **Thank you** to every reception volunteer, welfare caller, newsletter stuffer, events volunteer, befriender and admin volunteer.

We asked the Carers Leeds staff team if they'd like to share a message with our volunteers. Here are some of their comments:

Every volunteer brings something very special to Carers Leeds. In every role they bring a dedication and **commitment** to what they do and to the organisation and as CEO I can ask for no more. I am hugely proud of our volunteers and can never thank them enough for their unique contributions. I never underestimate just how much they bring and how vital their work here is. Thank you.

*What I love about Carers Leeds volunteers is their dedication, kindness and willingness to go the **extra mile** for our organisation and the carers we support. Our organisation is a better place for having volunteers. The support and help we receive from our volunteers is always greatly appreciated and valued. A big THANK YOU to you all.*

The fact that such lovely people give up their time to support others is an inspiration to us all. I'm sure we'd all agree that there isn't enough **kindness** in the world, but here at Carers Leeds, our volunteers are bursting with it! A huge thank you from me – you make the day that little bit brighter!



*Having volunteers on reception is **invaluable**. Coming to a new service can be daunting for some people and I know that having a happy, smiling face to greet them and make them feel comfortable really makes a difference.*

To say that volunteers enrich the Carers Leeds service is an understatement. We could not offer the kind of service to carers that we want to offer without volunteers being involved. Volunteers often have a deep understanding of the caring experience and this is **valued** by the carers who want our support.

*All of the volunteers that I have contact with are **friendly**, approachable and **dedicated** to their role. I always have complete confidence, that when I am on Advice Line, that the shift will run smoothly with the volunteer who is working that day.*

Volunteers are truly **amazing**. They support the service in many ways showing kindness, compassion, empathy and humour. Thank you so much for all that you do.



## Volunteers Week 2018

During Volunteers Week, we used our @CarersLeeds Twitter account to proudly celebrate all the support we receive from our volunteers. We also promoted the work we do develop our volunteer programme. At the time of writing this, our Twitter account has 3,778 followers and our tweets are liked both locally and nationally by individuals and organisations. ❤️

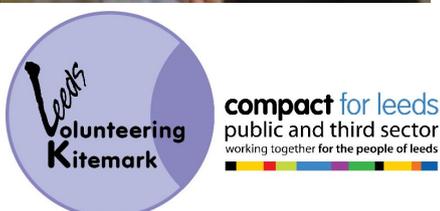
We also organised events for volunteers that included a trip the theatre to see 'Girl on a train' and a trip to Bridlington. It's always a pleasure for our staff to spend some quality time with our volunteers. We hope you enjoyed the events.

For volunteers who were unable to attend any of the events names were put into a hat and we did a prize draw. The winners were ... drum role ... volunteers Ainsley and Linda.



## Success! Leeds volunteering kitemark award

To close Volunteers Week this year we were delighted to announce that Carers Leeds have achieved the volunteering kitemark for another year! Volunteer Co-ordinators Valerie and Nikki have worked hard on the development of an outstanding volunteering programme and they were recognised for an 'innovative approach'.



# Annual Volunteer Satisfaction Survey 2018

33 volunteers responded to the survey which represents 61% of the total number of Volunteers

**“I love volunteering for this amazing organisation, where everyone is treated fairly and in a friendly co-operative manner. I hope the excellent work done by Val, Carers Leeds CEO, her leaders and co-ordinators continue to grow and receive the recognition and praise they truly deserve. Thanks very much!”**



**97%**

**Overall, I am satisfied as a volunteer at Carers Leeds**

**100%**

**Carers Leeds cares about its volunteers**



**97%**

**I'm getting what I want from volunteering**



**100%**

**I feel I am part of team helping to support the work of Carers Leeds**

**100%**

**I intend to continue volunteering at Carers Leeds**

**97%**

**I have received the training I need to perform my volunteer duties**



**90%**

**I enjoy the events organised for volunteers during Volunteers Week and at Christmas**

**97%**

**I receive information regarding my volunteer role**



**97%**

**I feel safe when carrying out my volunteering duties**

**100%**

**My volunteer role description accurately reflects what I am asked to do**



**100%**

**I feel appreciated for the work that I do**

**94%**

**My supervisor supports me in my volunteering**



# Annual Volunteer Satisfaction Survey 2018

---

I feel very lucky to have the opportunity to work as part of such a friendly and supportive team and thoroughly enjoy my volunteering role. It is helpful to have reception team meetings to be able to discuss any issues/difficulties and learn from other members of the team

---

**I have found all the staff at Carers Leeds very helpful, welcoming and friendly**

I am very happy when I come to Leeds Carers. As I am 98 years old the other volunteers are very helpful to me and often ask if I need a cuppa, it is gratefully appreciated by me

**I feel part of a community that is not all elderly people and gives me chance to meet a lot of different people. It is all gain on my part!**

I enjoy the events organised for volunteers as it gives me the chance to meet other volunteers. As I am the only volunteer at the Dementia Cafe I don't get to meet others

**I have no additional comments or suggestions as I can always mention things as they arise. I enjoy volunteering at Carers Leeds**

I just love coming to Carers Leeds – it's so enjoyable

**I have no suggestions on improvement or otherwise. Carers Leeds is the total package as far as taking care of carers is concerned. If they think something new will help carers then they will pursue it wholeheartedly**



**I cannot think of any new ideas, we seem to have everything in place that we need to do our job as well as we can, as a team. Thanks for all the support we get from all staff**

I enjoy coming to Carers. I always get a warm welcome from staff and enjoy chatting to friends I have made since starting my volunteering

**I enjoy seeing others whilst at Carers Leeds. I feel I have helped in some small way**

I have always felt valued by Carers Leeds and received excellent training in each of my roles. Volunteers feel very welcome – everyone you meet greets you in such a pleasant manner

**I enjoy doing my work at Carers. The only thing I would change is the goodies – cake, biscuits etc. I feel are not necessary!**

At Carers Leeds I feel that all the volunteers are appreciated and cared for by all the members of staff who work tremendously hard to make the work we do happy and enjoyable

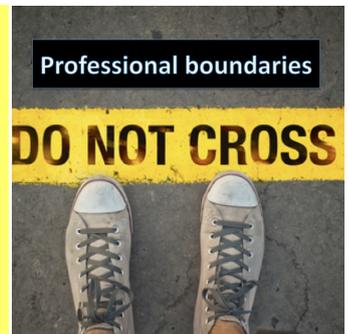
**I have enjoyed my first year of volunteering at Carers Leeds. I have made new friends and gained in confidence**

---

**I have thoroughly enjoyed my volunteering experience so far. I have volunteered for a few organisations in the past and never have I felt so valued and supported as with Carers Leeds. Recognition in particular should go to Nikki Pattinson for her support and approachable nature. In my role as befriender I am developing my counselling skills, which is invaluable as I progress in my professional studies. I have also had the opportunity to meet some incredible people (not just Prince Harry!) volunteering for Carers Leeds really does give me a 'feel good' factor**

---

# Volunteer Professional Boundaries



## Limits and Boundaries—Why Set Them?

At Carers Leeds, volunteers are considered to be part of the professional team and we expect all our volunteers and staff to conduct themselves in a professional manner.

The main point of this article is to introduce you to our Volunteer Professional Boundaries Policy. When we refer to boundaries, we are talking about what is appropriate behaviour in a given situation and boundaries are an essential part of Carers Leeds work.

To produce the policy we considered behaviours that may cause actual or potential harm to volunteers, carers and Carers Leeds. This means, we have placed certain ‘boundaries’ or ‘limits’ on our volunteer roles. There are some very good reasons why there needs to be boundaries or limits.

Boundaries help protect both staff, volunteers and carers by clarifying what types of behaviour will or will not be accepted. They also give volunteers confidence as they know how to react to different situations.

Carers place trust in our organisation to provide professional support and this includes support from our volunteers, who are part of our team. It can be easy, in an attempt to be helpful, to overstep boundaries and become involved in areas of a carers life that are not part of the volunteer role.

If a volunteer crosses a boundary this can lead to all sorts of problems, including breakdown of professional boundaries, endangering the confidence carers have placed in Carers Leeds.

It is our responsibility to make you aware of the professional boundaries which we expect volunteers to observe for the protection of volunteers, carers and Carers Leeds. We have enclosed a copy of our Volunteer Professional Boundaries Policy and all our volunteers must **read, sign and return it** to Valerie Banks, Volunteer Coordinator. We have enclosed a Freepost envelope. If you would like to discuss this policy in more detail please speak to Volunteer Coordinators, Valerie or Nikki.

**If you are ever in doubt about a boundary issue, speak to your  
Volunteer Supervisor**



# Carers Befriending

## Message from Nikki Pattinson, Carers Befriending Co-ordinator

Wow! What a whirlwind 18 months it has been. It has been fantastic seeing the befriending project blossom.

At the time I write this, we are lucky to have 17 dedicated volunteer befrienders who are supporting 18 carers between them.

We also get such amazing feedback from the carers you have been supporting that I thought this would be the perfect opportunity to share just a couple of quotes:-

*'When you had to find someone I connected with you couldn't have found a better person. She's really helped. Despite the age difference we have a lot in common. Thank you!'*

*'...couldn't have put me with anyone better. I look forward to her ringing...she's so positive and calm. I can't tell you how much of a difference it has made so far. (at the half way review)'*

**BREAKING NEWS:** We are very excited to have received 2½ years' funding from [Time To Shine](#) for a new Carers Connections Project which will involve our wonderful befrienders! I'll be contacting each volunteer soon to explain what this means for them and talk through any potential changes. In the meantime, if you have any family members, neighbours or friends who think they would like to know more about becoming a befriender, please get in touch!



Have you heard about this [Heart Yorkshire](#) challenge? Heart Breakfast's Emma is taking on the ULTIMATE challenge to paddle and pedal the width of the country, from coast to coast – Liverpool to Goole - 163 miles to raise awareness and money for Global's charity. This year Carers Leeds Young Adult Carer project is lucky enough to benefit from the charity. To support Emma text

**EMMA to 70766 to donate £3**  
**EMMA5 to 70766 to donate £5**  
**EMMA10 to 70766 to donate £10**



## Volunteer Pride @Leeds Pride

Leeds Pride is Yorkshire's biggest celebration of Lesbian, Gay, Bisexual and \*Trans life that took place this year on Sunday 5th August 2018. Here's a report on Leeds Pride from our volunteer Karen.

As a volunteer at Carers Leeds you can be asked to get involved in a wide range of things from stuffing envelopes to taking part in the Pride Parade. In 2017 I volunteered to help with the preparation for Leeds Pride in August. After doing some research Carers Leeds decided to go in the parade of organisations supporting the LGBTQ community in Leeds, in addition we would also have a stall to help promote the services Carers Leeds provides to those attending Pride. I was involved in sourcing the flags and promotional materials for the day and setting up the stall before marching in the parade under the Carers Leeds LGBTQ Banner. As both a carer and a member of the LGBTQ community this was a very proud moment for me.

Everyone who took part in Pride in 2017 enjoyed it so much we decided to do it all again this year. The Parade was fantastic with double the number of organisations of the year before and the wall of sound that greeted us as we marched through Leeds was unbelievable. It was great to see so many people out supporting Pride and enjoying such a lovely family day.

Now we have done two years of Pride we are like a well oiled machine so roll on next year!

**VOLUNTEERS WELCOME**— If you would like to volunteer with Carers Leeds at Leeds Pride next year please contact Valerie, Volunteer Coordinator.

**\*What does 'Trans' mean?** 'Transgender' (often abbreviated to 'trans') is used as an inclusive umbrella term to describe anyone who feels that the gender assigned to them at birth fails to describe them.

## Fairer for Carers

Carer's Allowance is the lowest benefit of its kind at £64.60 per week. It is the main benefit for people caring unpaid for family or friends. We want to see Carer's Allowance significantly increased for all carers in the UK.

In Scotland, Carer's Allowance is going up by £8.50 per week, to the same level as Jobseeker's Allowance. In the short term we want Carer's Allowance in England, Wales and Northern Ireland to be raised by at least £8.50, to match the changes being made in Scotland.

Carers UK is sending a letter on behalf of the 6.5 million carers in the UK to Secretary of State, Esther McVey, calling for Carer's Allowance to be raised to the level of Jobseeker's Allowance.



**ADD YOUR VOICE TO OUR CAMPAIGN**

You can add your voice to this campaign online:

<https://www.carersuk.org/news-and-campaigns/campaigns/fairer-for-carers>

### Contact Details

**Valerie Banks—Volunteer Coordinator/Volunteer News Editor**

Email: [valerie.banks@carersleeds.org.uk](mailto:valerie.banks@carersleeds.org.uk)

**Nikki Pattinson—Carers Befriending Coordinator**

Email: [nikki.pattinson@carersleeds.org.uk](mailto:nikki.pattinson@carersleeds.org.uk)

**Admin telephone number:** 0113 246 8338

**Carers Leeds Advice Line:** 0113 380 4300