

---

### Volunteering

Volunteering is all about making a difference to other people's lives. Volunteers are the people who are willing to give their time, experience, skills and enthusiasm to make this happen and volunteers also gain a lot from the experience as well.

#### Our current volunteers

On many Hanover estates we already have volunteers who work with individuals or groups of residents, provide extra services or help out with one-off events. We have had students from Royal Holloway College who decorated the communal rooms at an Extra Care estate; volunteers from P.A.T. (Pets as Therapy) who regularly visit our estates with their pets to bring pleasure and enjoyment to mainly housebound residents; volunteers from the Alzheimer's Society who run a reminiscence group and others too numerous to mention.

There are, of course, many individuals who come and help with coffee mornings or other events; run art clubs; gardening clubs; arrange outings or just pop in to see someone for a chat. Every volunteer is doing something special and we want to say how much this help is appreciated and how much we hope they will continue to work with us.

#### Finding volunteers

Having the right volunteers is often the key to ensuring that a project or activity is a success. Residents at each estate can decide whether they want volunteers and if so, what they want them to do. At Hanover we don't organise, recruit or manage the volunteers ourselves – we work with partner organisations that have the experience to do this. Partners might include:

- Charities e.g. Age UK; Alzheimer's Society; P.A.T. (Pets as Therapy); Contact the Elderly etc.

- Local councils
- Probation Trusts (Community Payback)
- Schools, colleges, universities e.g. through Duke of Edinburgh's award
- Churches and other places of worship
- Social enterprises and on occasion commercial companies and
- Many more organisations

## **How we work with our partners**

We have a Community Links Manager who works hard to develop links with larger partner organisations and also supports Estate Managers and Housing Managers to organise volunteers for their estates. We need to make sure that volunteers and residents feel that the experience is worthwhile and we aim to encourage each estate to develop its own style of volunteering. When we work with partner organisations there are always certain requirements which need to be satisfied. For example we need to make sure that volunteers are either supervised at all times or vetted appropriately, such as having a DBS (Disclosure & Barring Service, previously known as CRB) check; but we want to encourage, not limit opportunities for volunteering on our estates.

## **Residents who want to organise their own volunteers**

Hanover is happy for residents to organise their own volunteers e.g. an Age UK befriender, a volunteer from your own church or a friend or family member who comes to help. These are private and personal arrangements and are not covered by any formal volunteering arrangement through Hanover.

If a group of residents decides to organise their own volunteers e.g. a transport sharing arrangement or pet sitting arrangement, there is no need to arrange this through Hanover, though you are welcome to discuss this with your Estate Manager.

## **If you are interested in having volunteers at your estate**

If you want to consider having volunteers who would work in the communal parts of your estate e.g. providing a social activity, or carrying out estate improvements or projects, you are welcome to speak to your Estate Manager to discuss what you would like the volunteers to do. It may not always be possible to find volunteers but your Estate Manager can try to use our links with partner organisations to see what can be done to make your idea happen.