

# Home Library Service

RESPONSIBLE COMMITTEE: SERVICES

---

This is a policy/procedure document of Saltash Town Council to be followed by both Council Members and Employees.

---

<b>Current Document Status</b>			
<b>Version</b>	1 DRAFT	<b>Approved by</b>	
<b>Date</b>	April 2023	<b>Date</b>	
<b>Responsible Officer</b>	DO	<b>Minute no.</b>	
<b>Next review date</b>			

<b>Version History</b>			
<b>Date</b>	<b>Version</b>	<b>Author/Editor</b>	<b>Notes</b>
April 2023	1 DRAFT	DO/AJT	NEW policy. Rec to P&F 27.04.2023 Min 09/23/24 with amendments

<b>Document Retention Period</b>
Until superseded

# Home Library Service

## Background

Saltash Town Council (STC) has approved to continue the Saltash area Home Library Service (HLS) from the Saltash Community Library Hub following Cornwall Councils decision to no longer manage or stop providing the service across the county.

STC Council Library Hub will manage and co-ordinate the local HLS for Saltash as defined by the Saltash Town perimeter/border. It will be the responsibility of the Community Hub Team Leader and Library staff to manage the service.

The service is also defined as to allow community volunteers to deliver (and collect) Library books to borrowers who cannot access the Library Hub physically by definition of being 'housebound'.

## Level of Service

January – March 2023 – Continuity of 2022 HLS as financially supported by Cornwall Council.

April 2023 – New Saltash Town Council managed Home Library Service as defined co-ordinated from the STC Library Hub and managed by the Community Hub Team Leader and Library Information Assistants.

It is intended to preserve the existing service of borrowers and volunteers as well as continue to market and build a wider number of community volunteers to deliver books for 'eligible borrowers' (Definition below).

## Eligible Borrower definition

The Home Library Service is the provision of outreach library services to those who cannot access conventional library provision due to health, transport or caring duties.

These borrowers are defined by their physical and/or mental inability to access their local library and/or the mobile library and with no family, friends or neighbours nearby who could regularly support them to access books. Housebound borrower status can be temporary if they have just been discharged from hospital, have a temporary care package or are recovering from an operation.

Every referral should be considered with the above in mind and with site discretion on a case by case basis where someone is unable to:

- Travel to a static or mobile library

- Gain access to a static or mobile library due to mobility or other issues
- Carry materials to or from a static or mobile library

The service aims to ensure that people who may be isolated have access to a wide range of reading materials delivered to the place they reside based on their personal preferences and will also provide an important opportunity for social contact. The service also provides access to e-books, e-audio books and e-magazines.

### **Volunteers – Legal parameters, insurance and DBS checks**

All volunteers will be asked to complete an application form and DBS checks will be mandatory. DBS checks will be paid for by STC with a full check every five years and an annual disclosure check.

STC will offer relevant training from time to time. Health and Safety training and induction will be provided.

Volunteers will be insured by Saltash Town Council during the act of collecting the books from Saltash Library Hub and delivering the books to the front door of the 'borrower'. Insurance will not be provided while in a mode of transport.

Mileage will be based on 45p per mile for volunteers by presenting a monthly mileage claim form. Limited to two visits per month.

### **Data base management**

Library Excel database of spreadsheets of volunteers and borrowers is to be managed and accessed by Community Hub Team Leader and designated Library Information Assistant. The management of this data will be in line with Information and Data Protection Policy and Data Retention and Disposal Policy.

## Risk Assessments

### Risk Assessment Form : Home Library Service

This risk assessment consists of three sections.

Assessment Reference No.	BG/RA7/V1	Area or Activity Assessed	Home Library Service	Total no. of continuation sheets used:
Assessment Date	February 2023			
Persons who may be affected by the activity (i.e., are at risk)	Volunteers (and where stated staff) <del>Staff (including volunteers unless stated otherwise),</del> Public and Contractors			6

### SECTION 1: Hazard and Risk Controls

No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
1.	General Hazards		3	2	6				

No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
		<ul style="list-style-type: none"> <li>This Risk Assessment should be read in conjunction with the Saltash Library Hub Home Library Service Management Procedure.</li> <li>Training will be provided to all <del>staff-volunteers</del> on the findings of this Risk Assessment and home delivery procedure.</li> <li>Roles and responsibilities will be made clear to all volunteers.</li> <li>Arrangements for accessing Managers for support will be explained to all volunteers.</li> <li>General H&amp;S Policy and Procedures will apply to volunteers.</li> <li><del>Staff and volunteers</del> Volunteers will be required to wear sensible footwear with good grip.</li> </ul>							
2.	Violence and Aggression from the public when delivering books	<ul style="list-style-type: none"> <li>All <del>staff-volunteers</del> to record working location on daily schedule.</li> <li>Managers to be informed if there is a change to the scheduled plan.</li> <li>Specific information on visits and proposed sequence to be recorded on generic statements.</li> <li>Mobile phone carried by all volunteers</li> <li>If overdue, <del>staff member-volunteers</del> will be contacted.</li> <li>Vehicle and contact details of all <del>staff</del> volunteers available to Manager.</li> <li>No confrontational visits to be carried out by volunteers, where there are ongoing problems or known potential issues.</li> </ul>	4	2	8				

No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
		<ul style="list-style-type: none"> <li>• <del>Staff-Volunteers</del> will not be knowingly placed in compromising situations.</li> <li>• <del>Staff-Volunteers</del> awareness and judgement to be used.</li> <li>• <del>Staff-Volunteers</del> to have confidence in management support to leave when uncomfortable or to take whatever action appropriate.</li> <li>• Code word to alert colleagues of a risky situation where assistance is required. (Alice).</li> </ul>							
3.	Risk posed to the General Public	<ul style="list-style-type: none"> <li>• All volunteers <del>and staff</del> who undertake delivery and collection will have DBS checks carried out.</li> <li>• Details of borrowers and volunteers will be securely kept.</li> </ul>	4	2	8				
4.	Accessing service uses premises.	<ul style="list-style-type: none"> <li>• <del>Staff-Volunteers</del> will not be required to enter service user's homes.</li> <li>• For dangerous dogs etc., where there is a risk posed by aggressive dogs or other animals the site will not be entered.</li> <li>• The condition of the entrance path etc., will be assessed by the visiting <del>staff member volunteer</del> and if deemed hazardous the premise will not be entered and on return to the library this will be discussed with a Senior Manager to be followed up.</li> <li>• <del>Staff-Volunteers</del> are aware of risks posed by pushing books through letterboxes whilst</li> </ul>	3	2	6				

No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk		
			S	P	R		S	P	R
		exercising care re highly sprung letterboxes and dogs.							
5.	Meeting with general public and visitors	<ul style="list-style-type: none"> <li>Volunteers will not be permitted to deal with potentially confrontational customers.</li> <li>Police will be called if required.</li> <li>Persistent problematic users will be banned from Council premises and police advice will be obtained.</li> <li><del>When meeting with distressed members of the public, a suitable room will be selected where other members of staff are close by and can check on the meeting if necessary.</del></li> <li><del>Two members of staff will be required for particularly problematic meetings.</del></li> <li><del>The room will be set out so that the member of staff is close to the door.</del></li> <li><del>If the member of staff feels threatened, they will remove themselves from the meeting and the visitor will be requested to leave.</del></li> <li>.</li> </ul>	3	2	6				
6.	Welfare	<ul style="list-style-type: none"> <li>Welfare facilities will be made available to <b>Staff</b> <b>volunteers</b> at the library.</li> <li>Regular breaks will be taken.</li> <li>First Aid provision is available at the library.</li> </ul>	3	2	6				
7.	Use of Vehicles	<ul style="list-style-type: none"> <li>Private vehicles will be used for the delivery service.</li> </ul>	4	2	8				



No	Hazard/Work Description	Existing controls in place to reduce risk <i>(you must check that these controls are actually working)</i>	Residual Risk			Further action needed to reduce risks	Reduced Risk			
			S	P	R		S	P	R	
		<ul style="list-style-type: none"> <li>Checks will be carried out confirming that volunteers have a valid driving licence and insurance.</li> <li>Volunteers are required to comply with the highway code.</li> <li>Regards should be had to risk assessment: BG/RA5/V1 Driving for Work Purposes</li> </ul>								
8.	Fire Safety	<ul style="list-style-type: none"> <li>When working in the library, regards will be taken to the Fire Risk Assessment findings.</li> </ul>	5	1	5					
9.	Adverse weather conditions	<ul style="list-style-type: none"> <li><del>Staff</del> <b>Volunteers</b> adverse weather conditions.</li> <li>Senior Managers will assess potential weather warnings and agree when services are suspended.</li> </ul>	3	2	6					
<b>Name of Assessor(s)</b>		Shaun T. Webber	<b>Signed</b> <i>S. T. Webber</i>			<b>Position</b>	Service Delivery Manager	<b>Review date</b>		17/02/2023 02/05/2023

I confirm that this risk assessment is an accurate reflection of the risks and controls in place and that the additional controls identified will be provided  
YES

**SECTION 2: ASSESSEMENT REVIEW RECORD**

If significant changes are made a new risk assessment form must be completed.

Date of review	Name of Reviewer	Signature	Comments	Next review date

**SECTION 3: Tables**

**Severity**

**Probability**

<b>CATEGORY</b>	<b>Example – for guidance only</b>	<b>Score</b>
<b>INSIGNIFICANT</b>	None or only insignificant injuries, health effects, damage or disruption to work.	<b>1</b>
<b>MINOR</b>	Minor injuries or health effects - cuts, bruises, mild skin irritation, mild aches and pains – requiring first aid only. Minor property damage or disruption to work.	<b>2</b>
<b>MODERATE</b>	More serious injuries or ill-health requiring time off work or a hospital visit, e.g., burns, sprains, strains and short-term musculoskeletal disorders, cuts requiring stitches, back injuries, fractures to fingers or toes. More serious property damage or disruption. Short-term stress-related absence.	<b>3</b>
<b>MAJOR</b>	Broken limbs, amputations, long-term health problems or absence resulting from work. Acute illness requiring medical treatment. Loss of consciousness, serious electric shock, loss of sight. Major property damage, major disruption to work.	<b>4</b>

<b>CATEGORY</b>	<b>Example – for guidance only</b>	<b>Score</b>
<b>VERY UNLIKELY</b>	Good control measures are in place. Controls do not rely on a person using them (i.e., personal compliance with safety rules). Controls are very unlikely to break down. People are very rarely in this area or very rarely engage in this activity.	<b>1</b>
<b>UNLIKELY</b>	Reasonable control measures are in place but they do rely on a person using them (some room for human error). Controls unlikely to breakdown. People are not often in this area / do not often engage in this activity / this situation is unlikely.	<b>2</b>
<b>POSSIBLE</b>	Inadequate controls are in place, or likely to breakdown if not maintained. Controls rely on personal compliance. People are sometimes in this area or sometimes engage in this activity / this situation sometimes arises.	<b>3</b>
<b>LIKELY</b>	Poor controls in place. Heavy reliance on personal compliance (lots of room for human error). People are often in this area / engage in this activity on a regular basis / this situation often arises.	<b>4</b>

<b>FATAL/ CATASTROPHIC</b>	Injury or ill-health which leads to death either at the time or soon after the incident, or eventually, as in the case of certain occupational diseases, such as asbestos-related cancers. Catastrophic business losses.	<b>5</b>
--------------------------------	--	----------

<b>ALMOST CERTAIN</b>	No controls in place. Exposure to the hazard is expected to occur in most circumstances.	<b>5</b>
---------------------------	--	----------

**RISK SCORE = Severity X Probability**

<b>Risk Level</b>	<b>Low (1-5)</b>	<b>Medium (6-10)</b>	<b>High (11-15)</b>	<b>Very High (16-25)</b>
-------------------	------------------	----------------------	---------------------	--------------------------

DRAFT

## **Volunteer toolkit**

This pack is based on the information that Saltash Town Council use as guidance in their work with volunteers.

The purpose of the pack is to provide guidance on effective ways in which to work with volunteers, in order to both get the best out of them and to treat them appropriately.

### **Contents of pack:**

1. Volunteer Induction Checklist
2. Volunteer Training
3. Volunteer Needs Assessment
4. Volunteer Application Pack Templates
  - Application Pack Cover Letter
  - Library Volunteer Application Form
  - Volunteer Opportunity Role Profile
  - Volunteering Agreement
  - Volunteer Emergency Contact/Next of Kin Details
  - Volunteer Reference Request

## 1. Volunteer Induction Checklist

<b>Name of volunteer</b>	
<b>Site</b>	

### Volunteering Information

	<b>Done by:</b>	<b>Date:</b>
Describe role and tasks		
Complete Emergency contact details		
Discuss acceptable behaviour/rules – Code of Conduct		
Line management and support e.g. named supervisor, allocated buddy, feedback, complaints, problems		
Discuss time commitments including days and hours and agree		
Discuss Volunteer Agreement and sign		
Reporting sickness and absence		
Out of pocket expenses		

### Practical Details

Tour of building, toilets, what's kept where etc.		
Introduction to other staff and volunteers		
Work space and advise where to keep personal belongings		
Refreshments, breaks etc		
Health & Safety: fire routes, fire drills, first aid		
Security including door codes and swipes		

### Volunteer Safety

Health & Safety Policy		
First Aid box		
Safeguarding Policy		
Data Protection and Confidentiality (especially in relation to IT support)		
Equal Opportunities Policy		
Complaints Procedure		

## 2. Volunteer Training

	Done by:	Date:
Training will be delivered as identified on the role profile		
List training delivered: <ul style="list-style-type: none"> <li>- 'Look of the Book'</li> <li>- Display and promotional material</li> <li>- Etc.</li> </ul>		

Signed (Volunteer) .....  
 Date .....

Signed (Supervisor) .....  
 Date .....

### 3. Volunteer Needs Assessment

It is necessary to establish your needs in relation to how many volunteers you need and where you will place them, so that you recruit an appropriate number of volunteers in appropriate roles and avoid oversubscribing.

The best way to establish this is by considering the tasks that need to be covered and the time you anticipate it will take to carry out the tasks identified.

It is of benefit to recruit a bank of volunteers, rather than one volunteer for each task, as this creates a provision for things like sickness – or unreliability.

For example, if you work out that you need 30 hours a week covered by volunteers, you need to consider how many hours it is appropriate to ask each individual volunteer to carry out. If the answer is five, then you could consider that you need six volunteers. However, in this example, we would recommend recruiting ten volunteers, providing a contingency.

You must, however, remember that if you do this you will need to establish methods of keeping all volunteers engaged, giving them all fair opportunity to contribute.

<b>How many volunteers do you need?</b>	
<b>List essential and desirable skills of potential volunteers:</b>	
<b>Have you worked with volunteers before?</b>	



## 4. Volunteer Application Pack Templates

### Application Pack Cover Letter

Dear \_\_\_\_\_

Thank you very much for expressing an interest in volunteering with  
\_\_\_\_\_

Please find attached/enclosed an Application Pack, which includes the following information:

- An Application Form
- A Role Profile
- Volunteer Agreement

In order to effectively recruit and coordinate our volunteers, we need individuals to complete an application form and further information at the induction stage (such as emergency contact details for example). We hope you appreciate the need for us to obtain such information. If you require support in completing your application, please do not hesitate to get in touch.

We very much look forward to hearing from you in due course.

Yours sincerely,

<insert name and job title>

## Library Volunteer Application Form

Personal details	
First name:	Car registration number and description
Surname:	
Date of birth:	
Current address:	Do you have a valid driving licence and car insurance?
Postcode:	
Email address:	
Tel no:	
Mobile no:	

**Your role as a volunteer**

Please tell us what skills and knowledge you think you can bring to this opportunity and talk about any volunteering you have done before:

Please tell us what you would like to achieve through volunteering and how you would like to help us:

DRAFT

## Availability

How much time can you offer each week and for how long:

## Safeguarding

We are committed to the safeguarding of children and vulnerable adults and expect all volunteers to share this commitment. Certain volunteer opportunities where there is regular contact with vulnerable groups may require a DBS check to be carried out.

Have you ever been barred or restricted from working with children or vulnerable adults?

**Yes/No**

If yes, please give details:

This role is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions and cautions including those regarded as 'spent' must be declared.

Do you have any unspent convictions, cautions, reprimands or warnings or any charges pending?

**Yes/No** If Yes please give details:

## Support for volunteers

We will make reasonable adjustments to help people with disabilities/medical conditions. If you have any specific requirements to enable you to volunteer with us, please let us know:

## References

Please give details of two referees not related to you or partners and who have known you for two years or more. Referees must be able to comment on your skills and abilities in relation to being a volunteer. Please state how you are known to them.

Name:

Address:

Postcode:

Email:

Name:

Address:

Postcode:

Email:

Contact no:	Contact no:
Occupation/relationship:	Occupation/relationship:

I agree to my referees being approached for a reference before a volunteer placement can be confirmed.

I have read and understood the Volunteer Agreement and confirm that I am eligible to work in the UK.

I am in good health and do not have any medical condition that could affect my ability to undertake any activities described in the role profile.

I declare that the information given on this form is, to the best of my knowledge, correct and accurate.

From 1st January 2023 the expectation of being a Volunteer for Saltash Library Hub site is that books are delivered to the borrower and handed over on their doorstep. Saltash Library Hub will not be adopting the previous RVS befriending element and therefore there is no requirement or expectation for a volunteer to enter the home unless in an emergency.

Therefore – if a volunteer enters a borrower’s property, they must understand it will be of their own volition and not a requirement of Saltash Library Hub and there cannot be held responsible for the volunteer whilst in the property.

**Signed:**

**Date:**

**Please return the completed form to**

[.....]

**Data Protection**

Please refer to our [Privacy Notice](#) to see how we use your information.

## **Volunteer Opportunity Role Profile**

**Role:** Library HLS Volunteer

**Reports to:** Saltash Library Hub Community Hub Team Leader

### **Role Purpose**

The Home Library Service is the provision of outreach library services to those who cannot access conventional library provision due to health, transport or caring duties.

**Responsibilities:** (May include **some** or **all** of the following)

- Choosing of stock for one or more of the HLS customers – onsite or online
- Door-step delivery of books to a customer(s)
- Choosing and delivering to a customer (preferred option)

### **Opportunities:**

- Helping people in the local community
- Personal development and work experience
- Make a difference in your local community

**Aptitudes:** (Some of the skills you may have)

- Friendly personality and an ability to get on with people of all ages and backgrounds
- A love of books and reading
- Good understanding of computers, computer skills and applications
- Good communications skills
- Be reliable to ensure a regular service
- A full driving licence

### **Responsibilities:**

To be aware of all applicable legislation including:

- Safeguarding Policies
- Health and Safety
- Information governance
- Data Protection Act
- Freedom of Information Act

### **Time commitment:**

Discuss and agree with Local Service Provider time and duty commitments. Give adequate notice if you are unable to meet these so that alternative arrangements can be made.

## **Volunteering Agreement**

Thank you for volunteering with.....

We really do appreciate the valuable contribution and practical help our volunteers give across many of our services and teams.

This agreement summarises what you can expect from us and what we expect from you to ensure your volunteer experience with us is productive and rewarding.

### **What you can expect from us:**

- A role profile with the tasks you will be asked to undertake as a volunteer
- A nominated person who will supervise your volunteering and with whom you can discuss your work and receive feedback
- Training and development opportunities relating to your responsibilities as a volunteer
- Health and safety policies and procedures in place, and provision of personal protective equipment where required

### **What we expect from you:**

- Meet agreed time and duty commitments, or provide adequate notice so that alternate arrangements can be made
- Respect confidentiality and not use or disclose any confidential information for your own benefit
- Abide by Health and Safety, and Equality and Diversity, Data Protection and Safeguarding policies and procedures
- Discuss any complaints or problems you have when undertaking your duties with your Supervisor
- Discuss any changes you would like to make to your volunteering with your Supervisor
- Treat fellow volunteers and staff with courtesy and respect
- Remember that you are a representative of .....
- Act in accordance with this agreement at all times

From 1st January 2023 the expectation of being a Volunteer for Saltash Library Hub site is that books are delivered to the borrower and handed over on their doorstep. Saltash Library Hub will not be adopting the previous RVS befriending element and therefore there is no requirement or expectation for a volunteer to enter the home unless in an emergency.

Therefore – if a volunteer enters a borrower’s property, they must understand it will be of their own volition and not a requirement of Saltash Library Hub and STC cannot be held responsible for the volunteer whilst in the property.

**Either you or ..... may terminate this agreement with or without notice at any time.**

**The volunteer placement will be reviewed after 12 months.**



## Volunteer Emergency Contact/Next of Kin Details

Volunteer Name: .....

### Emergency Contact/Next of Kin Details

Name .....

Relationship .....

Address  
.....  
.....  
.....

Post code .....

### Telephone numbers:

Home .....

Mobile .....

Work .....

DRAFT

## Volunteer Reference Request

**Volunteer Applicant Name:** .....

..... are recruiting volunteers to support

.....

We would appreciate your assistance in providing us with a written reference for the above individual. We thank you for your cooperation and time.

**Name of Referee:**

**Address of Referee:**

**Telephone:**

**Email:**

**Position / Job Title / Occupation:**

1. How long have you known the applicant?

2. What is your affiliation with the applicant?

3. Please evaluate the applicant in the following areas where 5 = Excellent and 1 = Poor

a. Reliability	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Flexibility	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Time Management	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Communication Skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Interpersonal Skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Teamworking Skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Trustworthiness / honesty	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Ability to maintain confidentiality	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

4. Would you recommend that the applicant is suitable to volunteer with all members of the community, including adults and children? Y/N (Expand if applicable)

5. Please add any further comments that you believe are relevant to this applicant, including any particular strengths or weaknesses and any reasons why the applicant should not be a volunteer.

I understand that any misrepresentation made by me in connection with applicant will be just and sufficient cause of the dismissal of the application.

**Signature (or name if from email):**

**Date:**

**Data Protection**

Please refer to our [Privacy Notice](#) to see how we use your information.

DRAFT