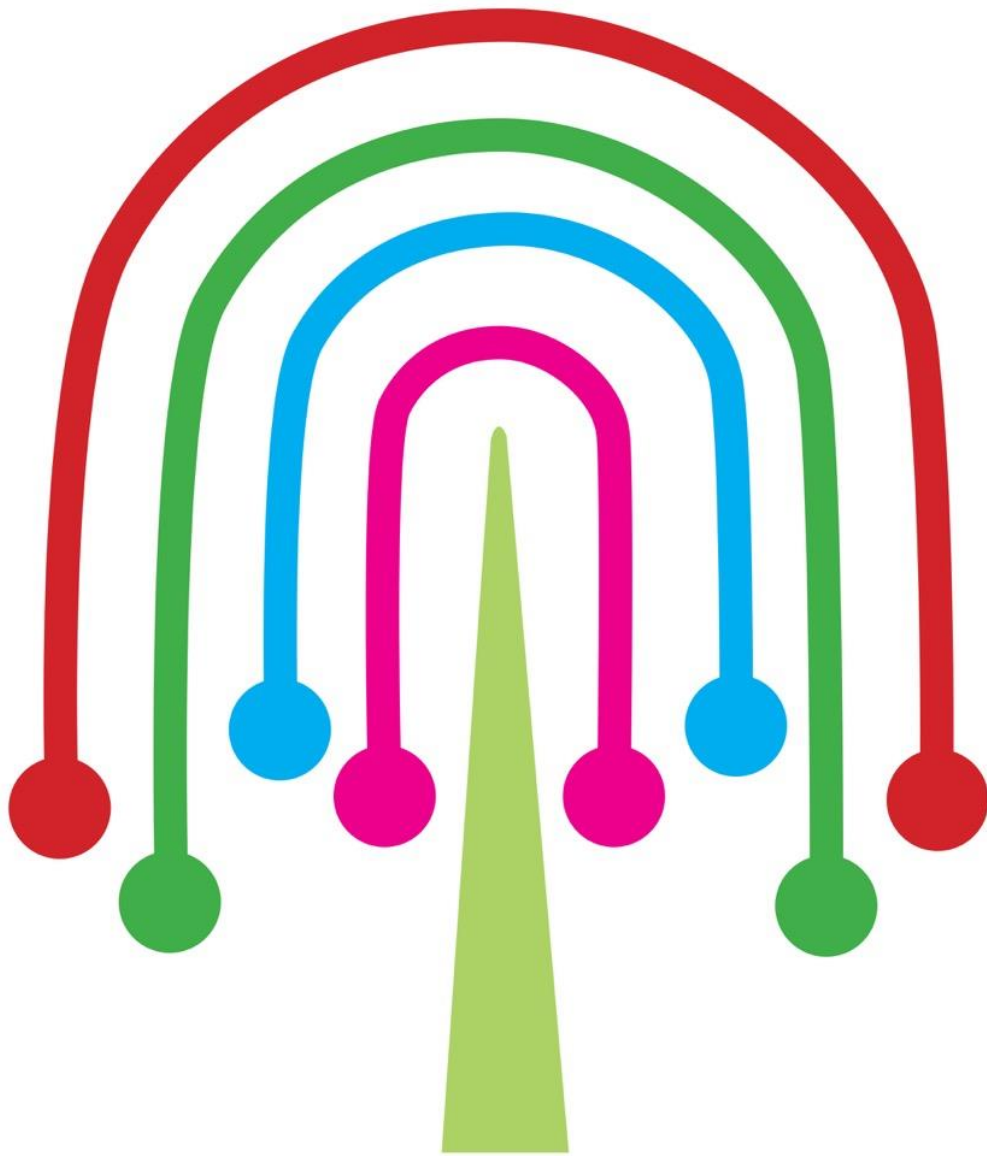


# Information Pack for Volunteers



CHILDREN'S  
HOSPITAL SCHOOL

LEICESTER



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## Welcome and Thank You

We are delighted to welcome you to our small but effective team. You may not appreciate it yet, but you've just contributed to making the world a better place for hundreds of children and young people in Leicestershire and Rutland ... and we'll send you the proof for you to share with others.

### Your willingness to help us will play a vital role in children's recovery

Each penny you help us raise, and each supportive introduction you make to our hospital school, will make a positive impact. They will contribute towards our work to lift a child's or young person's confidence, sense of self-worth and spirits during what could be the most difficult time of their life so far. It'll help prevent the fear and anxiety that so many youngsters experience.

### Who do we help?

Put yourself in these people's shoes:

- Can you imagine being a parent of a three- or four-year-child who's unable to learn and play properly because they are so unwell? What if this went on for months, or even years? Where and when would they learn about numbers, letters, shapes, games, language? The list is endless.
- How anxious would you feel if you were a year away from sitting your GCSEs but didn't know when you'd be well enough to return to school?
- If you were a young person in hospital because you'd been showing signs of being unable to cope, what would happen to your self-esteem and ability to think about the future? How important would it be to get an excellent set of educational results?
- If you were taken into hospital in the middle of your GCSE or A-level year, missed a significant amount of the courses and had no idea when or where your exams were taking place, how would you feel?
- If you were a child who'd missed six months of school, how, when and could you catch up? Would you rather take lessons while you were recovering so you didn't have so much to catch up on when you returned to mainstream school?
- If you were a teenager suffering from mental health issues, would you like help to restore your ability to visualise and plan a bright future for yourself?
- If your son or daughter had a long-term medical condition, wouldn't you want to do everything you could to make sure they hadn't fallen behind their peers when – or if – they recovered? Would you want them to have the same opportunities as other young people when they leave school or college?
- If you had a child undergoing a long course of treatment, wouldn't you want to keep them occupied and engaged, and learning to the best of their ability?

The children – and their parents or carers – we help through our children's hospital school have all had to answer similar questions.



### **Why do we help?**

We help because we care about the well-being and future of children and young people from Leicester, Leicestershire and Rutland who are unable to attend mainstream schools and colleges. We are equipped to educate them while they are too ill to re-join mainstream education.

*“We cannot put into words what the school has done for our daughter in allowing her the opportunity to complete her GCSE education. You have all been brilliant, but extra thanks for making learning enjoyable for her, and believing in her abilities.”*

Willow Bank parent

*“I just wanted to let you know that I am so, so grateful for all your hard work and encouragement, which led to me getting a cracking set of results during one of the hardest times of my life. Thank you all so much!”*

Beacon student

At The Children’s Hospital School we want to offer the activities above and beyond the curriculum that would be accessible in other schools.



## Rolling Up Your Sleeves

You can be the face and voice of The Children's Hospital School in your area and within your sphere of contacts. This kit will help you work out where to start – it's full of tips and advice.

You don't have to do everything listed in this kit; we simply ask you to do the things you can do well, or are keen to learn to do, and tell us if you're unsure about anything.

### Useful facts and figures

We are fortunate enough to have the local support to make a little go a long way, but receiving lump sums can impact entire lives. For example:

- £60 buys a Kindle to use with children and young people who are in hospital.
- £151 finds a pupil for a three-day residential field trip.
- £175 funds an on-site Wildlife Trust activity for up to 20 children.
- £250 maintains library books and magazine subscriptions each year.
- £300-450 funds a STEM (Science, Technology, Engineering and Maths) workshop with an external organisation
- £450 takes a group of 20 for team building
- £450 took a group to visit the Caterpillar factory.
- £600 maintains and expands PE equipment each year.
- £2530 buys a mobile science bench to enable children in hospital to have practical science lessons.
- £9800 funds art therapy support one day a week, for one year.

We have countless stories of how donations of all sizes have helped to turn young lives around. Here are some more real-life examples from pupils who are old enough to give feedback, and from their parents:

*"I was in the middle of my GCSE year and I had no idea when/where my exams were taking place. The team kept me fully up to date and had the decency to tell me everything that was happening regarding current and further education. I have achieved great results in my GCSEs thanks to the teaching staff, but I also learnt how to 'take a break' without feeling that I must work 24/7."*

Beacon student



*“Thank you for all the support and help you have given me while on the ward. It has really made me begin to enjoy education again, and really set me up for the future. I appreciate everything you have done for me.”*

Beacon student

*“I really believe my drumming lessons enabled me to get back into school and back to learning without confrontation and feeling academic pressure. I recognise this was a huge commitment on the school’s behalf: however, I feel certain that without these lessons I would not have been in a position to sit my GCSEs this summer.”*

Willow Bank student

*“I could not have dreamed how happy and successful my son would be at the school. The staff are amazing angels in disguise, every one of them.”*

Parent comment

*“The staff clearly have exceptional empathy for the children they teach and care for. The pastoral support is outstanding.”*

Parent comment

*“We cannot put into words what the school has done for our daughter in allowing her the opportunity to complete her GCSE education. You have all been brilliant, but extra thanks for making learning enjoyable for her, and believing in her abilities.”*

Willow Bank parent

*“Thank you for your flexibility in teaching my daughter while she was here. I think the provision is fantastic.”*

LRI parent



## Simple Objectives

Although The Children's Hospital School is small, with up to 120 pupils at any one time, its services support around 400 children and young people from around the region each year. We have such a small number of staff and volunteers that every extra person who's willing to help is precious to us. Together, our overall objectives are to:

- 1) Help raise funds to sustain the work we do and grow capacity to meet an increasing demand for our services.
- 2) Represent us and tell as many people as you can about what we're doing.
- 3) Help find other willing volunteers.

## A Guide to Being a Volunteer

**Show and tell:** We'll give you plenty of material to show people in your social circles. Our volunteer representatives simply lead their lives as normal, telling others that they're helping us and how they've chosen to do so. You can do this on a one-to-one basis, by sharing the news with local groups or clubs that you already belong to, in your workplace if you have one, and on social media by sharing our posts.

**Helping to fundraise:** On some occasions we'll ask you to help raise funds, through taking part in various enjoyable activities, or we'll simply ask you to help find new regular givers – there's something for everyone.

Encourage people to support our work by spreading the word through social media and in person. By doing this, you're helping to fundraise.

Although this kit is packed with ideas, tips and instructions, you are welcome to be creative about how you plan to contribute.

Any donation level is welcomed: however, we particularly need to reach people who might want to give on a regular basis – this helps us make longer-term plans for our work.

We would also like to remain in regular contact with you, to see how you're getting on and so we can support each other.

You're a precious part of our small but effective team.



## **Training**

The best way to help out is to read plenty of our real-life stories, and stories about projects we'd like to implement. We post these stories on our website, in newsletters and on social media platforms, including Facebook, LinkedIn and Twitter.

If somebody asks a question that you can't answer, just tell them you don't know and that you'll get back to them with the answer. Then tell us what the question is and we'll give you the answer.

Your passion and enthusiasm will be contagious and will inspire others. When you're talking about the stories we share, point out all the ways people can help to make a difference. For example:

- 1) Signpost others to our regular newsletter on the website so they can read about real-life stories, including results.
- 2) Help you out, or become a committed volunteer (like yourself) so you can work as a team locally.
- 3) Make regular or one-off donations.
- 4) Attend fundraising events.
- 5) Like and share our Facebook posts.
- 6) Follow us on Twitter and retweet some of our posts.
- 7) Like and share our LinkedIn posts.

## **Working Together**

We're always happy to help, share ideas and compare notes. You can contact us by telephoning, emailing or messaging us on social media.

In addition, if you find you need something that we haven't provided, please feel free to ask.





## **Working With Local Groups**

We'd like you to contact local groups and offer to give five-minute talks about our work, the difference it's making to the children, the young people and their families, and how people can help. You can do this in whatever way you're comfortable with, but please let us know if you need a little encouragement or coaching.

Perhaps they'd let you have a table-top display of information about us at an event? You never know unless you ask.

Groups we're eager to encourage to support us include:

- Nurseries
- Schools
- Colleges
- Universities
- OAP groups
- Local community groups
- Business networking groups
- Employee groups within sympathetic organisations
- Clubs (e.g. Rotary Clubs, sports clubs, children's clubs, parents' associations, etc.).

There are plenty of other types of group, so please work with them in whatever way you think would be best. For example, a local band might agree to perform a fundraising gig, or individuals could simply share a short story from our lengthy collection.

We're always keen to hear how you're getting on.

## **The Poster Put-up Challenge**

All our volunteers are invited to take part in the Poster Put-up Challenge!

Please ask any groups or individuals that agree to support us to put up a poster in their building, or somewhere else where members of the local community will be able to see it.

When they've put the poster up, take a picture of it on the wall, door or window and email it to us – or, even better, include the photo in a social media post and tag us in it.



## Social Media

We welcome likes, shares, loves and retweets. Please help us encourage everyone – from silver surfers to millennials to electronic super-highway whizz kids – to help spread the word about the difference the hospital school is making to children’s lives.

Please encourage as many people as possible to:

- Like our Facebook page
- Follow us on Twitter
- Follow us on LinkedIn
- React to our posts (each platform has its own selection of options)
- Share or retweet our posts
- Comment, to bring attention to some of the posts.

Also, if you’re running a fundraising event, please let us know, and we’ll add it to our social media pages. If a group or organisation has agreed to give you a speaking slot in a meeting or event, please let us know and we’ll send out a shout-out before the event and a thank-you afterwards, mentioning them and linking up through social media.

If you have a profile on one of the aforementioned social media platforms and need some training on how to use it, please contact us – we’d be delighted to help.

### **What will this achieve?**

More people will hear of the powerful and moving stories that we share; more people will engage by becoming volunteers themselves; more people will donate; more people will spread the word further through likes and shares.

Who knows? We might even attract the attention of a celebrity or large business.



## **Involve Your Friends**

Nothing beats one-to-one conversations. Tell your friends and family why you're a volunteer, and tell them what we do, and how they can help or become involved too.

Share the stories we send you – people often find them fascinating and inspiring.

Saying thank you is one of our top priorities, so don't forget to thank them on our behalf, and remember we have a thank-you letter template if you're not much of a writer.

Please tell us if one of your friends or a member of your family really goes the extra mile – we'd like to send them a thank-you too. Also, please introduce us to anyone who's interested in supporting us in any way at all.

## **Running Awareness and Fundraising Campaigns**

There's no shortage of campaign ideas. If you're already a confident events co-ordinator, please feel free to create and arrange your own style of fundraiser. However, we would ask you to keep us in the loop as we might have a pearl of wisdom or some material that would help you.

Also, if you're looking for a new job, doing voluntary work and arranging or running fundraisers looks great on your CV – we'd happily provide a supportive statement as proof of your involvement.

There's a list of ideas below for seasoned organisers. To help others off the starting blocks we will also regularly send you detailed instructions about specific campaigns you might want to run.

### **Popular fundraising events**

Coffee mornings

Meals – BBQs, breakfasts, lunches, high teas and dinners

Sponsored walks and runs

Quiz nights

Selling home-made or home-grown items

Jumble or bring-and-buy sales

Garage sales

Car washing

There's also plenty more adventurous things you can do: climb a mountain (or three within 24 hours – the Three Peaks Challenge), a coast-to-coast cycle ride ... the list is endless.



### **Collection jars**

If you feel comfortable with it, what about considering making some collection jars, boxes or tins? We can provide you with informative stickers to put on them. You might even like to create a small sign to encourage people to donate their change.

You can put them in your home, or perhaps you could ask if you could put one in a local business or in a safe place in a public service building. Please note: the collection vessel needs to be on privately owned property, and you need the property owner or manager's permission. You also need to keep an eye on the box, so you know when to empty it.

We also recommend taping around the lid or any area of the collection vessel that might open. The slot in the top should be the only hole visible. The rest should be taped to demonstrate that it's tamper-proof.

We don't have the necessary licences required to carry out house-to-house or street collections, so please don't do it.

### **The Right Way to Collect and Securely Send Money**

**Bank transfers:** Donations can be made by bank transfer to the account detailed below.

Account name: Children's Hospital School – Fund  
Account sort code: 30-94-97  
Account number: 61252068

Please would you kindly make a note of the donor and their contact details, so we can confirm receipt and send a note of thanks.

**Cheques:** Please ensure that cheques payable to Children's Hospital School – Fund and send them, along with the donor's name and contact details, to Donations, Children's Hospital School Leicester, Willow Bank School, Simmins Crescent, Leicester, LE2 5WW.

**Cash:** If you are local, please bring cash to Children's Hospital School Leicester, Willow Bank School, Simmins Crescent, Leicester, LE2 5WW. If you are not based locally, please contact Steven McDonald on 0116 2298137 to make alternative arrangements.



## **Volunteering Policy**

Volunteers link us with communities throughout Leicester, Leicestershire, Rutland and beyond, and are an integral part of our organisation. This policy is for anyone volunteering to carry out an agreed role on behalf of Children's Hospital School Leicester on a voluntary basis.

The relationship between the Children's Hospital School Leicester and volunteers is based on trust and does not involve the obligations for employment.

### **Payment**

Volunteers are not employed or paid by The Children's Hospital School Leicester.

### **Representing us**

As a charity that serves children and teenagers, we take the behaviour of those representing our cause very seriously. Although we welcome the wide range of experience, good will and skills that volunteers bring, we screen individuals as far as practical to ensure they're able to carry out the role. Our panel also has to consider the effect a volunteer might have on safety and on the charity's reputation.

### **Age**

We do not have an upper age limit for volunteers; however, under-18s will need written parental consent.

### **Our responsibilities**

We value your willingness to volunteer to help us. We endeavour to:

- 1) Offer equal opportunities to everyone who wants to volunteer.
- 2) Match your skills and experience with a voluntary role for you wherever possible.
- 3) Provide appropriate training, where required, or access to trained staff for support.
- 4) Be supportive, and recognise and celebrate your successes.
- 5) Encourage two-way communication.
- 6) Respect all our volunteers and listen to their suggestions.
- 7) Provide a stream of information about our work, so volunteers are up to speed.

We want all those who volunteer to support us to thoroughly enjoy the experience. However, as a volunteer, you are representing The Children's Hospital School Leicester to a wide audience, so we ask that you behave politely and appropriately at all times.



## **Your responsibilities**

Volunteers are expected to:

- Take reasonable health and safety precautions when running an event or campaign
- Encourage a positive and friendly atmosphere at events and when working with other volunteers
- Work as efficiently as you can
- Be reliable and punctual
- Let your Children's Hospital School contact know first if you have any problems, so we can find a solution together
- Work in partnership with other volunteers, supportive organisations, families and local communities as well as with The Children's Hospital School
- Tell us if your personal circumstances change in a way that might affect your volunteering
- Adhere to laws and government regulations, including data protection and all aspects of health and safety
- Always consider and protect The Children's Hospital School's reputation in your actions and conduct.

## **Copyright**

The rights to files, materials and designs created while volunteering will belong to the charity unless agreed otherwise. Examples include photography, designs, artwork and written content. The Children's Hospital School reserves the right to use photographs of adult volunteers in online or offline promotional material, although you can request images of yourself to be withdrawn.

## **Photographs of minors**

Please only use photographs of children/young people under 18 years of age if a consent form has been signed by the child's parent, guardian or carer and sent to us. This applies to all on and offline promotional material and social media activities.

## **Media relations**

No comments or stories should be given directly to the media, unless your role specifically includes liaising with members of the media.

## **Data protection and confidential information**

The Children's Hospital School proactively protects personal information as part of its data protection procedures. As a volunteer, you are expected to protect, and keep confidential, any personal or confidential information you may be given access to. Our data protection policy can be provided or, alternatively, downloaded from the school website.



### **Insurance**

The Children's Hospital School Leicester has appropriate public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or somebody suffering loss or injury as a direct result of a volunteer's actions while carrying out duties on behalf of the charity. However, our insurance will not cover your belongings.

We do not provide motor insurance for volunteers – most insurers consider that driving as part of a volunteering activity is 'social domestic pleasure', which is usually included in standard policy coverage. If in doubt, please check with your insurer.

### **Smoking and substance abuse**

Volunteers should not smoke, use e-cigarettes or vaping kits, or be under the influence of non-prescription drugs or alcohol while working for us, or while wearing branded items.

### **Solving problems and complaints procedures**

If you have any problems or complaints about your volunteering, please speak to your staff contact immediately. We will take this very seriously and will make reasonable efforts to resolve difficulties.

### **Accountability**

The Children's Hospital School is accountable to the Charity Commission and Governing Body and to the individuals and organisations that so generously support us.

We have a responsibility to check and audit our activities to maintain our reputation as a trustworthy charity that manages donations honestly and efficiently. If you need more information, your staff contact will be able to help.

If you find that any member of staff or volunteer is behaving in a way that is likely to bring the charity into disrepute, or cause financial loss, you should let your staff contact know immediately.

### **More information**

If you would like any further information or advice about volunteering for The Children's Hospital School Leicester, please contact us on:

Tel: 0116 2298137

Email: [charity@childrenshospitalschool.leicester.sch.uk](mailto:charity@childrenshospitalschool.leicester.sch.uk)

Postal: Children's Hospital School Leicester, Willow Bank School, Simmins Crescent, Leicester, LE2 5WW.