



information for volunteers

Thanks for choosing us!



We are really glad that you chose to offer your time to support carers – with volunteers, we can do so much more for carers. You're joining a truly dynamic and innovative community that supports and enhances the lives of carers throughout Bedfordshire.

I hope your induction gives you a good understanding of all aspects of what we do. You'll also find out about our approach to key things – our policies – so you can be clear about what we expect from you as a valued member of our staff team.

Welcome to the team!

Chris Stelling
Chief Executive Officer

Where we came from



Yvonne Clark, left, the founder
of Carers in Bedfordshire

Since we were constituted in June 2004, we expanded rapidly to meet ever-increasing demand. Starting as the Eve Project, the name *Carers in Bedfordshire* came into use in 2006 and with it, the growth of services across all of Bedfordshire with over 700 carers accessing our services by 2008.

The next twelve years saw exponential growth; working in partnership with the NHS and the local authorities, service delivery grew year on year and today we have more than 7,000 carers registered with us.

We are now looking to build on this success to provide a greater breadth of service, and influence to ensure that Bedfordshire is the best place to be a carer.

A vintage compass with a wooden frame and a metal needle is positioned over an old, sepia-toned map. The compass face is visible, showing degree markings and cardinal directions like NW, NE, and SW. The map features various geographical labels and a grid system. The overall tone is historical and navigational.

Values

Our values guide us through good times and bad. When we have tough decisions to make we lean into these values to provide direction. We expect volunteers to uphold these values in all that you do with CiB. If you see actions or decisions that are inconsistent with these values then it is for you to question them.

We put carers at the centre of every decision we make

If it is not going to improve carers lives then we do not do it

We are transparent

We want every stakeholder to have access and be able to understand how we spend our income, how we make decisions and our intentions for the future

3

We work with integrity

We are honest in our intentions, honest with one another and stay true to our values

4

We are open

We work with an open book for the betterment of carers lives

5

We are resilient

We do not give up, we see things to the end and we learn from our set backs

Our Vision

Carers will feel recognised, respected and supported in their role

Our Mission

To give carers access to the support, information and skills that enhances their wellbeing and enables them to remain in a caring role for as long as they choose



**Who cares for
that carer?**

"Who cares for that carer?", I hear a man say,
Her day blends with night and then night becomes day,
The cooking, the cleaning, the hospital trips,
The changing, the bathing, wiping food from his lips,
The meltdown, the tears.... So hard to endure
What keeps her from walking straight out of that door?

I'll tell you what stops me from leaving each day
And what gets me through when I don't want to stay
It begins with an "I" and ends with an "e",
It's a power, a force, emanating from me,
An empathic heart, a gift from above,
I do this, my friend, in the name of love.

Megan Jenkins

Tony cares for Angela



“Becoming a family carer has been a steep learning curve. The worst thing is I have lost the person I married, I would give anything to just get a glimpse of the wife she used to be but I know deep down that will never happen.

We have been married for 59 years and she is my angel, I will do my utmost to be with her every day for as long as she lives.

The best thing about being a carer is that I am in control of making my wife's life as happy as it can be. I have three wonderful children who support me every step of the way and grandchildren to keep me young!”

Angela has dementia and lives in a residential care home.

National Carers charities



**CARERS
TRUST**

Carers Week



Good to knows

Dress code

We don't have a formal dress code, wear what's comfortable, dress for the occasion and be considerate of others

Communications



- Websites: carersinbeds.org.uk and memoryinbeds.org.uk
- *Carers* magazine
- Social media



Resources for volunteers

Volunteers Count

Log your volunteer hours each month

Volunteer expenses form

Claim each month, mostly for travel costs

Workbooks

Keeping Safe - self study guide

Dealing with Difficult behavior

Policies - **please read in advance of the induction session**

[Summary of policies for volunteers](#)

[Safeguarding guidance for volunteers](#)

All these
resources
are on the
volunteering
pages of
the website



Digital tools we use

Salesforce

Captures all of our carer interaction data

Sharepoint (Office 365, Teams, etc)

Document management, internal comms and collaboration

Zoom

External online sessions



How we make charity wide decisions

CiB is governed by a board of trustees, all of whom are volunteers; most have direct or indirect caring experience. The board have a formal business meeting every quarter to monitor how the charity is meeting its aims.

The charity reports back to all of its stakeholders on an annual basis through the AGM with regular informal contact throughout the year.

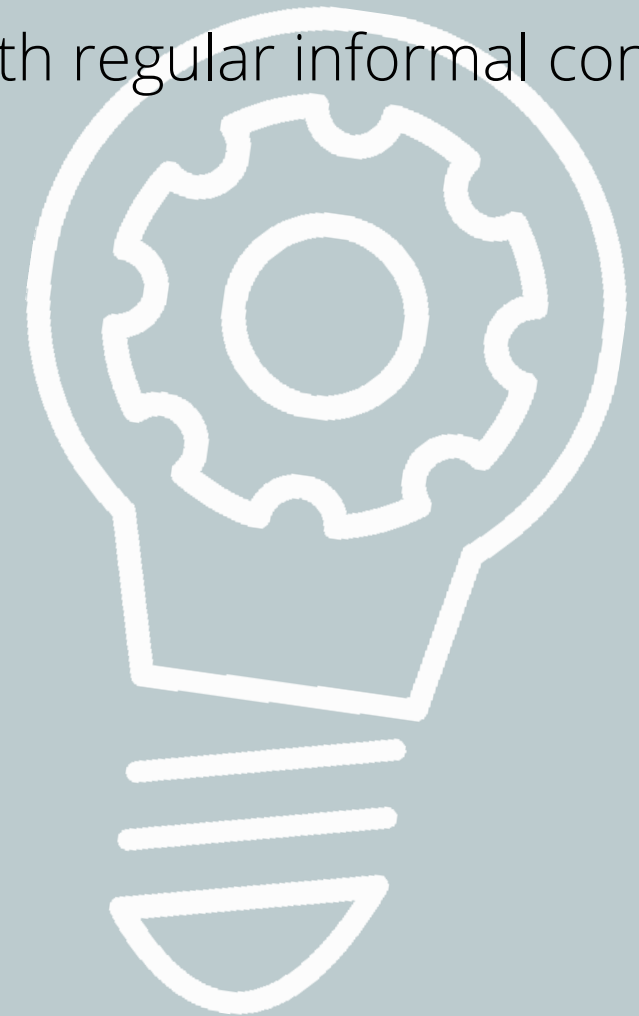


Phil Taverner
Chair of Carers in Bedfordshire

To find out more, read on..

[About the Board](#)

[Meet the Board](#)



How we work is continually evolving.
We want to hear how you think we can better work to achieve our mission.

Welcome to CiB
We're thrilled to have you

