



## Community Action Project

Books on Wheels

### Community Action Partner

Surrey County Council - Libraries

**Aim:** The Books on Wheels service is aimed at people who cannot get to a library through illness, disability or because they are carers who cannot leave their charges. The Service is delivered in partnership with the WRVS (an age positive charity delivering personal and practical support to help older people). There is no charge for this service, which includes free requests. Housebound people sometimes lack social interaction and appreciate having someone to talk to. Whilst the majority of housebound people may be elderly, people of any age may and do use this service.

**Role:** Surrey Libraries have two roles available:

- **Delivery volunteer.** This role consists of visiting individuals in their own homes and delivering books, tapes and/or CDs to them. As you will be required to pick up the books yourself, you will also be required to become familiar with your local library's layout. Volunteers are expected to become known to and develop relationships with library staff, the Books on Wheels coordinator and other volunteers.
- **Volunteer co-ordinator.** As a Books on Wheels volunteer co-ordinator, you will be expected to assist in the completion of relevant paperwork and induction of new volunteers; match registered volunteers to clients; accompany new, registered volunteers on their first visit to a client; advise with any problems/issues arising with volunteers or clients; report any concerns about the health or safety of clients to Adult Social Care and buddy with other volunteers in order to support them.

**Training:** Induction training will be provided to ensure you have the resources and support for the role.

**Location:** Libraries across surrey (closest is Egham).

**Times:**

- **Volunteer co-ordinator:** interviewing and registering a new volunteer takes about an hour. Additional time is needed to accompany volunteers on their first visit, assist volunteers with relevant paperwork and generally help and encourage them. The frequency of time required is by mutual agreement between you and the volunteers and/or the borough library coordinator.
- **Delivery volunteer:** the frequency of the visits is agreed with your housebound reader and they average one hour. Additional time is required to return and select books/audio material at your local library.

**CRB:** A CRB check is required through the community partner.

**Other:** This project will reimburse travel expenses.

**Application:** All volunteers must be registered as Community Action volunteers. To do so, visit <http://www.rhul.ac.uk/services/volunteering/register.html>

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