



Volunteers Newsletter — October 2018

Annual Volunteers Party *PLEASE NOTE NEW DATE 30 NOVEMBER*

The office staff in Reddish have been busy organising this year's annual event. We are looking forward to it and hoping that we can all come together again and have a seasonally jolly good time! It is a great time of the year to eat some excellent food and spend time renewing old friendships and hopefully making some new ones – and all in the pleasant atmosphere of the charming surroundings at Houldsworth Golf Club.



When

Friday 30th November 2018
Arrive for 3.30pm, food will be served at 4pm

Where

Houldsworth Golf Course
Houldsworth Street,
Reddish,
SK5 6BN

Our apologies that the previous Volunteers Newsletter had a 'Save The Date' for Friday 7th December, due to an accidental double booking at the Golf Course, we had to change the date to the previous week to 30th November 2018 – we sincerely hope that this will not inconvenience any of our volunteers.

Trip Activity

The charity is delighted to inform you that since August this year our TFSC volunteer drivers have taken **303 children** on **839 trips** to hospitals and clinics driving **17,485 miles** in the process.

Greater Manchester—Travel Training and support schemes

Travel Training is a relatively new transport and travel support service introduced by the Department of Transport. In Greater Manchester there are organisations which will help train people in using public transport. Using buses, trams and trains over long distance can be quite challenging with complex journeys, interchanges and ticketing especially for people who lack knowledge and confidence.

'Pure Innovations' can provide trainers who will work closely with individuals to teach them how to use public transport and they operate a service in a number of Greater Manchester areas; Bolton, Bury, Stockport & Trafford. It may be possible to support some of our families by referring them to this service. These schemes may help carers build up skills in using public transport travel giving them confidence to continue to use the services in the future.

Should any of our volunteers feel that a family may benefit from this scheme – please contact Beverley in the office for further information and who will investigate suitability.

Hospital Travel Cost Scheme

Families who are on a low income may be able to get help with the cost of their transport to hospital or clinics, the Hospital Travel Cost Scheme refunds the cost of travel for those who are eligible. Further information can be found on-line here: <https://www.nhs.uk/using-the-nhs/help-with-health-costs/healthcare-travel-costs-scheme-htcs> or from the relevant office at the hospital.



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Guidance for TFSC Volunteers

Using Social Media Responsibly

Hundreds of millions of people all over the world use social media platforms every single day. Use of social media platforms such as; Facebook, LinkedIn, Twitter, Tumblr, Reddit, Pinterest, Google+, YouTube, Instagram, is growing and the list of available platforms is increasing all the time.

It is vital to understand these are all public facing forums and unless your privacy settings are activated whatever you post is open to public view and consequently subject to legal regulations.

Social Media Sites are open public forums and content can never be completely deleted



Personal Information

Unless your site has activated privacy settings whatever you post is accessible to public view. It is important not to upload your personal information such as your address, work schedules, bank details, phone number or car details or any other confidential information. As soon as the information is posted online, it is at risk of getting into the wrong hands.

Also, conversations and comments that may be acceptable in a private or face-to-face setting may not necessarily be appropriate on a public facing social media platform

As a TFSC volunteer please remember you are a role model in your community and are in a position of public trust.

No volunteer should be associated with any inappropriate use on social media that has reference to the charity or to any of our service users – any posting of this nature should be reported.

If you are a victim or feel that someone else is being victimised please remember that:

Online trolling is a criminal and prosecutable offence.

Graphic images of a sexual nature, drugs or violence are illegal; those posting content can be prosecuted - even if shared.

The following is advisable when using all social media platforms:

- **Respect your volunteering commitment**
- **If you are unsure about something relating to TFSC speak to the office team**
- **Maintain professional and personal boundaries**
- **Use common sense**
- **Don't Reveal Confidential Information; and**
- **Respect Copyright laws**



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Children and E-Safety

All volunteers must respect confidentiality and child protection policies

The charity's ability to serve children and families depends on the trust and support of the public, so it is critical that the charity is not brought into disrepute. Remember that both the charity's staff and volunteers handle confidential information which is entrusted to us to use responsibly and cannot be shared.

No information on the children and families who are transported on behalf of the charity can be shared on-line, in general conversation or otherwise – this is protected by law

Any behaviour which is illegal offline is also illegal online. Using inappropriate wording in social media messages or posts are illegal and classed as an offence as soon as the message has been sent.

A child for these purposes is anyone under the age of 18

Everyone who works with children has a legal responsibility for keeping them safe

Anyone viewing or inciting a child to provide indecent images on a computer can be convicted and can face up to 10 years in prison.

TFSC Professional and Personal relationship boundaries

Relationships with our families must be kept professional at all times and should not be continued beyond the work of the charity, on social media, or in person. Volunteers must ensure that working relations are not misread or confused with other more personal relationship – volunteers should ensure that we all treat our children and their families with utmost respect and dignity.

We all have a responsibility to provide a safe, effective and caring service.

You can find further information on the responsibilities for TFSC volunteers and guidance on safeguarding in your copy of the Volunteers Handbook and the Child Protection & Safeguarding Policy. TFSC will be providing updated Safeguarding Training and detailed information for all volunteers next year.

Autumn in Manchester

As usual in our fantastic city there are a number of excellent events happening this autumn, below is just a snap shot—for more information on all events please have a look at: www.visitmanchester.com/whats-on

Manchester, "Introduction to Manchester - Free Walking Tour"
22nd September – 21st December 2018

Oldham, Crompton Stage Society present: Daisy Pulls it Off by Denise Deegan
Playhouse 2, 2 Newtown Street Shaw, Sat 6 Oct to Sat 13 Oct 2018, 7:30pm £9

Bolton, Crafty Vintage fair
Last Drop Village Hotel and Spa, 18th November open 11:00-16:00

Salford, New Adelphi Comedy Night
4th December Open 19:30-21:30

Trafford City, Ice Rink & Winter Funland
Winter Funland 7 Dec 2018 to 1 Jan 2019



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Stepping Hill Hospital

Stepping Hill Hospital has started a six-month refurbishment of its A&E department to improve facilities for patients and staff. The work will enable the hospital to improve the patient waiting areas, add a new reception area and create additional consulting and treatment rooms.

The A&E department currently provides care and treatment for over 90,000 patients per year. Many of these patients are older and frail, often with complex health conditions, or several coexisting conditions (for example, a combination of emergency breathing difficulties, dementia and mobility problems). When the work is finished, it will enable patients to be seen and treated sooner, with a reduction in waiting times, in particular for those patients with more complex needs.



The department will still be fully operational while the building work is ongoing, and disruption will be kept to a minimum. Patients will need to use an alternative entrance to the department for several weeks later in the year, but this will clearly be signposted from the old entrance.

Patient Transport Service (PTS)

PTS is a non-emergency transport service that takes patients to hospital. TFSC unfortunately cannot always provide a service for referred families, therefore it can be valuable to inform families about the PTS service. Specific area contact details below, please note there are eligibility criteria which depend on mobility and access to suitable transport.



Bolton:

Tel: 01204 462 882 Hours: Mon – Fri 08.30–18:30

Tameside and Glossop:

Tel: 0161 335 2700 Hours: Mon – Fri 08:00-16:00

Bury:

Tel: 0161 762 3155 Option 1 Hours: Mon – Thurs 08:30–17:00, Fri 08:30-16:45

Oldham:

Tel: 0161 627 7494 Hours: Mon – Fri 08:30–17:00

Trafford:

Tel: 0161 976 2555 (Option 1 then Option 3) Hours: Mon–Sat 8:00–20:00 Sun 8:00-19:00

Heywood, Middleton and Rochdale:

Tel: 0161 716 5888 Hours: Mon – Fri 08:00–17:00

Salford & Stockport:

Tel: 0800 092 4020 Tel: 0161 947 0770 Hours: Mon – Fri 08:00–18:00

Wigan:

Tel: 01942 482 990 Hours: Mon – Fri 08:00–18:00

NHS Care Gateway (for MCR):

Tel: 0800 092 4020 / 0161 947 0770 Hours: Mon – Fri 08:00–18:00, exc. Bank Holidays.