



### Volunteer Training - Protecting you and our readers

We have now confirmed Safeguarding training for our volunteers. This training is essential for your role and will be mandatory for all volunteers to attend. We do recognise that you may not see how this training fits into your role as a volunteer, however as a volunteer there are now legal responsibilities which were introduced with the 2014 Care Act with regards to safeguarding. We have tailor-made this training for your role and will be using examples of safeguarding concerns which have been raised with

us by volunteers. If you have concerns about the training please do give us a ring on **01483 541518** where a member of the Library Direct Team will be happy to discuss your concerns.

We have arranged two sessions to start with. Each session can accommodate 50 volunteers and we will arrange another session next year for any volunteers unable to make one of these two sessions. This training is not only vital in terms of protecting our readers but also in protecting our volunteers. Due to the financial pressures being faced by libraries at present we have had to choose a location that fits into our budget and has good transport links. We are able to pay for your travel expenses; for those volunteers that have not registered to claim expenses please find the forms attached.

**Friday 9th December: 10am - 1pm at Bourne Hall, Ewell, KT17 1UF**

**Tuesday 13th December: 1pm - 4pm at Bourne Hall, Ewell, KT17 1UF**

**To book onto the training please email [librarydirect@surreycc.gov.uk](mailto:librarydirect@surreycc.gov.uk) or call us on 01483 541518.**

There is a pay and display car park located at Bourne Hall which costs £3 for up to 4 hours.

### Who cares for you if you care for someone else?

There is increasing recognition that society depends heavily on unpaid carers, who can find themselves on call '24/7' for years on end – a burden that often takes a toll on their own health.

Crossroads Care Surrey can help by providing respite care to allow carers to take some time back for themselves. Their respite care service, which is primarily funded by Surrey County Council and the NHS, provides carers with a 3 hour weekly respite break.

In addition to respite care, Crossroads run Social clubs for adults with varying disabilities, Care Cafes for Carers and people with dementia, and Saturday Clubs for children with disabilities and complex care needs. All of their club sessions are provided at a low cost to give Carers an extended, affordable break of up to 5 hours.

For more information visit <http://www.crossroadscare Surrey.org.uk>. Alternatively, you can contact them by phone or email: T: 01372 869970 E: [enquiries@crossroadscare Surrey.org.uk](mailto:enquiries@crossroadscare Surrey.org.uk)



## Protect your readers from cold callers

### Are you concerned about rogue traders calling on your elderly or vulnerable clients?

Cold callers can be a nuisance but they also pose a real threat, especially to those who are elderly or vulnerable, who are often targeted. Fortunately there is advice and resources available to help protect your readers and deter cold callers.

Buckinghamshire and Surrey Trading Standards Service is committed to tackling doorstep crime, and so have created their "Stop Cold Calling Sticker Pack". This pack contains a number of door stickers, which serve as strong warning to cold callers. Also, if the warning stickers are displayed it is a criminal offence to knock on that door. There is also useful information and contact details to address any concerns or to report those ignoring the warning stickers.

The "Stop Cold Calling Sticker Pack" can be picked up from any Surrey Library as well as being available at our safeguarding training. Please feel free to take packs to distribute to your readers.



## Changes to Library Opening Hours

Due to increased financial pressures on local government along with the increased demand for certain services Surrey Libraries have reduced their library opening hours taking into account the libraries quietest periods.

- Our larger libraries will now open at **9.30am**.
- Our libraries in smaller communities will close at lunchtimes **between 1 and 2pm** (Monday to Friday).
- The opening hours at our volunteer-run Community Partnered Libraries are not affected.
- There continues to be a library open Monday to Saturday across every borough in the county.
- We are reducing the number of hours libraries are open by 7% overall which will save £250,000 a year.

To check how your local library has been affected take a look at our website: [www.surreycc.gov.uk/libraries](http://www.surreycc.gov.uk/libraries)

## Do you have concerns but don't know who to contact?

If you have any concerns, uneasy feelings or queries regarding your clients contact Library Direct on: **01483 541518** or email: [librarydirect@surreycc.gov.uk](mailto:librarydirect@surreycc.gov.uk) For specialist support contact:

**Surrey Multi-Agency Safeguarding Hub (MASH)** the single point of contact for reporting concerns about the safety of a child, young person or adult.

**Telephone: 0300 470 9100 Email: [mash@surreycc.gov.uk](mailto:mash@surreycc.gov.uk)**

Outside of these hours call the emergency duty team on **01483 517898**. In an emergency where you are concerned for a child's or adult's immediate safety you should call Surrey Police on **999**.