



Module 4 - New volunteer welcome Pack

New Volunteer to [IT Can Help](#) Essential information pack

This pack contains all the essential information regarding IT can help, including Guidance, H&S, Data protection, FAQ & much more....

Contents

Welcome Message	3
Check list	5
A tribute to Ken Stoner - 28th April 1935 - 14th August 2006	6
Chair & Founder: BCS ITCH Network (Now IT Can Help (BCS))	
Volunteer Guidelines	9
Insurance	16
Health & Safety	18
Client Relationship	21
How do Volunteers Benefit	23
Activity Coordination	23
Expense claims and Reimbursement	23
Equal Opportunities policy	24
Yahoo Group	25
Identifying Volunteer and Client Sources	27
DATA Protection – The basics	30
Helpline Partnership	36
USB Pen	40
Acknowledgements	41

IT Can Help – INDUCTION PACK

Message from Bob Twitchin, Chair IT Can Help Management Group

- On behalf of the Management Group, I'd like to thank all of you for your commitment to IT Can Help and to assisting disabled people to share in the benefits of using IT, particularly for communication and social inclusion. There are few organisations which depend to such a large extent on volunteers, both for assisting clients and as organisers, and we greatly appreciate all you contribute, in time and expertise.
- **Induction Pack**
In this pack we have tried to bring together the information you need to understand IT Can Help and to get to grips with working as a volunteer. Things have changed rapidly and will continue to change: the needs of our clients, the world of IT and the ways in which voluntary organisations have to work. I want to thank particularly Andy McMahon, who has taken the lead for volunteer training throughout the UK, has created this pack and is working with us to make on-line training available and provide tools for volunteers.
- **Training and Supporting Volunteers**
This is a very important priority. In this pack you will be learning more about assistive technology, hearing about other opportunities for training and other ways in which we can work more effectively to assist clients.
- **Getting Feedback from our clients**
From time to time we receive glowing compliments from clients about how they have been helped. Very occasionally clients are dissatisfied and we have a procedure to deal with any complaints. Like all organisations which provide any kind of service, we need to know how well we are meeting the needs of the people we wish to help. The MG have been looking at ways of encouraging more clients to give us feedback

- **Meetings for Volunteers**

We want to encourage local, regional, and national meetings for volunteers for training, discussion and support.

- **Helping Disabled People – Spreading the Word**

Most of our Organisers tell us that they would like more clients for their volunteers and the MG is keen to make more disabled people aware of IT Can Help and the help our volunteers offer.

We are following a number of approaches:

- Flyers for distribution.
- Publicity through organisations working with disabled people – Thalidomide Trust, Leonard Cheshire Disability, REMAP and our partner Abilitynet
- Regional publicity campaigns where the BCS Press office will help organisers target local press and radio with press releases and case studies.
- New posters and leaflets including a new logo.
- **Local Publicity – You can help, please look for opportunities to publicise our work.**

- **Please let us know how you feel we are doing**



Bob Twitchin

btwitchin@itcanhelp.org.uk

Chair IT Can Help Management Group

August 2009

Check list

- Check off the following as you read through the document
- Guidelines
- Health and safety
- Equal opportunities
- Insurance
- Join our Yahoo online group (Essential)
- Expenses
- Training –
- Data Protection – The Basics
- USB stick

A tribute to Ken Stoner

28th April 1935 - 14th August 2006

**Chair & Founder: BCS ITCH Network
(Now IT Can Help (BCS))**



From an early age Ken was interested in aircraft & other engineered products, building model gliders and selling them in the school playground. He worked at Royal Aircraft Establishment (RAE) in Farnborough and ultimately became a Chartered Engineer. Always working on the practical and useful, he traveled the world as a Consultant Engineer but still found time for exciting family holidays and to build "The Oakley Rocket", a spectacular aerial runway device, for his children's School Fete.

At the age of 52, while Chief Engineer of a drilling rig manufacturer, Ken developed Motor Neurone Disease and quickly lost his ability to walk and speak. Although he used a wheelchair and a speech synthesizer, he was determined to live life to the full.

Ken enjoyed applying his knowledge and skills to help other disabled people to sail and ice-skate working as a REMAP engineer and to serving as Vice Chair of the British Computer Society's Disability Group.

Many people with MND die within two years of diagnosis; however Ken was one of the exceptions. He gave a presentation at a conference in 1992 and remarked, "it's keeping occupied that's important; to keep the boredom and negative thoughts away. I consider the fact that my illness has not worsened has been, in part, to my computer; the synthesiser has avoided a lot of frustration and stress, the computer enabling far more interesting work to be achieved and so avoiding anger and depression". Ken's philosophical way of looking at life and the opportunities it held, albeit with major restrictions, was soon to be put to significant use.

Ken's experiences of setting up his own computer system with the help of friends and family members led him to propose setting up a network of volunteers to help other disabled people. It was his drive and determination that ensured that Information Technology Can Help (IT Can Help) has grown since its small beginnings in 1994 into the national network we have today.

IT Can Help now covers the entire UK. The network currently has over 240 volunteers. In the past four years alone, volunteers have helped disabled clients more than 5400 times, solving many hardware and software problems, and helping them gain confidence in using a computer.

In an age where technology can frequently receive a bad press, Ken was a testimony to all that is good about its development. He would even make use of its benefits down the pub, "my laptop synthesizer guarantees that I never forget a punch-line!" he would say. Despite his condition Ken worked

tirelessly, with a positive outlook, a cheeky grin and a wicked sense of humour seeming to draw strength from his determination to develop ITCH and repeatedly prove wrong every prognosis for his survival!

Jeff, Tom and Paul, members of BCS Disability Group and ITCH Network Committees.

25th September 2006

Revised: Bob Twitchin, Chair. IT Can Help, August 2009

Volunteer Guidelines

Update April 2009

These Guidelines are set out to give volunteers a standard method of approach and action, to avoid, if possible, any embarrassment of Client or Volunteer from untoward practices. These will be added to; as and when it is felt extra guidelines are necessary.

General Procedure:

- 1) You will be normally contacted by phone by your County Co-ordinator (CC), who will ask if you are available to visit a client. If you agree you will be given their name, address, phone number, and the problem as far as the client can ascertain. Your CC will have already looked at your experience record, to check if it is likely that you could solve the problem as initially explained.
- 2) You will be expected to phone the client, introducing yourself as an IT Can Help Volunteer, arranging a suitable date and time to visit the client.
- 3) You should visit the client at the arranged time, or 'phone them to explain if it is now impossible for you to get there! This is very important, as the client will be waiting for you to solve their problem, and reliability is a keynote of our service.
- 4) At the client's door after introducing yourself, you should show the Network Identity Card incorporating your photograph, putting the client at ease, before gaining access to their home.
- 5) You should go through the problem the client is experiencing; to ensure nothing more can be added, before approaching the current situation
- 6) First carry out the simple checks:
 - a. That the computer turns on; if not check that the plug and fuse are OK.
 - b. That all cables and connections are functional.
 - c. Check that all is set up according to the manual.

- d. It may be a computer hardware problem, or a problem with a communication device, or a particular software package. If the hardware is not what you are familiar with, it might be best to contact your CC to see if another volunteer has more experience in this area.
- 7) If a software problem, it might be a case of learning a system with which you are not familiar, and that might take more than one visit! Ensure the client is aware of the final situation, i.e., that the problem has been resolved by proving it to the client's satisfaction or by offering a repeat visit, or another Volunteer will be sent, or you will seek specialist advice before proceeding!
 - 8) Report the outcome to your CC by email whatever the situation the client is left in, so we have a record of your visit. If the problem is not resolved, the CC might suggest another Volunteer could attempt to sort out the problem, or you need specialist individual advice from AbilityNet (www.abilitynet.org.uk). Record the (return) mileage you have covered to the client's home, or the cost of Public transport, so you can claim back out-of-pocket expenses from your CC.
 - 9) Email your claim for expenses to your CC using the official form (NB if VAT receipts are involved then use the post).

Responsibilities of Volunteers:

- a) To assist in overcoming a client's computer problem with either hardware or software.
- b) Help a client with tutoring within a work plan, agreed between the client and Volunteer, or between the client Volunteer and Official Statutory Support services, if they are involved.
- c) Do not give financial advice, or recommend specific make of equipment or software. Recommend impartial advice from organisations such as, Communication Aid Centre (CAC) or AbilityNet.

- d) If a client wishes to know where to approach for funding of Hardware or Software, suggest they contact AbilityNet for their funding list. Or the client could contact the local Lions Club, Round Table, Sequel (for severely or physically disabled people), or local industry.
- e) IT Can Help is not involved with funding therefore the Volunteer should not get involved with any transactions!
- f) Encourage the client to establish his or her own help network of computer literate friends, if at all possible.
- g) No assessments should be carried out, as that is the prerogative of the professionals, be it via AbilityNet or the local Communication Aid Centres (CAC's). The list of addresses and help available from AbilityNet or CAC's in each county can be found via AbilityNet.
- h) No liability should be accepted. But, if a client's hardware is damaged by any chance during your visit, report it immediately by phone to your CC. Then present a written report giving full details, as soon as possible to your CC. Some redress might be available to our client, via the BCS Insurance policy. Please see separate Insurance document.
- i) When repairing or upgrading a client's equipment, receipts must always be given for any items purchased on the client's behalf. Volunteers should also be aware of any conflict of interest that may arise, especially if supplies are given by a volunteer's own company.

Relationship with AbilityNet and REMAP

- a) Any physical adaptation or special manufacture (not computer based), may be carried out by the local REMAP Panel. For further information visit their website, www.remap.org.uk, or contact your CC.
- b) If special computer input or output devices are required, get the client to contact AbilityNet (tel: 0800 269 545, www.abilitynet.org.uk), or contact your CC for information.

Gifts & Benefits

- a) Do not receive payment/gift/benefit of any kind, other than a beverage, if offered! If a client wishes to make a donation to IT Can Help funds, a cheque should be made payable to

BCS and forwarded to:

IT Can Help

BCS

1st Floor Block D

North Star House

North Star Avenue

SWINDON

SN2 1FA

An acknowledgement will be sent to the donor.

Resolving Difficulties with Clients

- a) Discontinue any further contact, until the situation has been discussed with your CC, and statutory service representative, if they are involved.
- b) If considered necessary, involve the CC or statutory service representative in the any further visit.

Boundaries between Clients & Volunteers

- a) There will be no discussion of Volunteers' or Clients' personal lives.
- b) There will be no socialising with a client in general, away from where the problem solving or tutoring etc. normally takes place. But this in no way prevents socialising when a genuine friendship has been formed, between client and volunteer

Expenses

Claim direct out-of-pocket expenses, supported by dockets etc. via your CC using the official form.

Confidentiality:

- a) All personal details of clients to remain confidential.
- b) Where further technical advice is required, this is to be done in the context of anonymity, unless a client makes the contact or if not the client's written permission is obtained.

Guidance when dealing with People with Disabilities

- a) Please read Module 2 – part 1 Disability Awareness Training
- b) For those Volunteers not too certain of way to react, please contact your CC.

Specific Computer Based Points:-

- a) Never delete things from a Clients computer before explaining fully what you are going to do, asking their permission before you carry out any deletion. If something is deleted, ensure you can restore it without any problem, if later found it's really needed.
- b) Never, say to a Client that some of the software installed is a lot of rubbish, if this is your own personal view it's something to keep very much to yourself! As there could be valid reasons why it's on the computer, or came with this software pre-loaded!
- c) If a person is visually impaired, ask where you should position yourself, or the computer monitor for maximum efficiency.
- d) If your personal expertise doesn't run to solving that particular Client's problem, report the fact to your County Co-ordinator or the Project Leader if none, so they can arrange for a different Volunteer to visit, who might just have better luck. One Volunteer is unlikely to have all information, to solve every problem that comes up on

hardware or software, so it's far more of a teamwork approach to solve many situations Volunteers find!

FAQ – Answers to the most asked questions

Question: To whom do I report, and who supports my voluntary work in the way of information, etc. ?

Answer:Your CC who is in charge of all the work within a County, and who designates which Volunteer takes on a particular problem for a disabled client. They also are the source of specialist information, which might come from AbilityNet, REMAP, their IT Can Help Area Organiser or any of the IT Can Help Management Group (MG), who might be consulted if need be.

Question: What do I do if my spare time for IT Can Help is sometimes not available?

Answer:Contact your CC and let him/her know that because of shortage of spare time, temporarily, you will not be available to sort out clients' computer problems.

Question: What travelling distance might I be expected to do in getting to a client's home and return?

Answer: The CC will endeavour to send the closest Volunteer to a client. This however might not always be possible because the nearest Volunteer could be unavailable, or the client may need a volunteer with expertise in a particular area of computers. But hopefully, in any usual sized County, the round trip would not be in excess of 30 miles. Of course, you would be reimbursed for any mileage done in visiting clients, at the mileage rate operating at the time, or for any Public Transport cost of visiting.

Question: What do I do if moving away from the area, changing job, or other reason that would make it difficult to continue my voluntary work?

Answer: Your experience and expertise are very valuable to us, so if you are moving to a new county but you remain interested in the Network, please contact your CC. They will be able to tell you whether a CC exists in your new county. If you are moving to a county without an existing CC, you may be interested in taking on the CC role. If so, please contact the Management Group.

Question: If changing job and you are uncertain whether you can afford to spend the same amount of spare time on IT Can Help work

Answer: contact your CC and explain the situation. If possible we would like to retain the services of our experienced Volunteers, and will go out of our way to fit in with any new situation.

If for any reason it is impossible to continue as one of our volunteers, please contact your CC and explain the situation. Could you please also return your IT Can Help Network Identity Card so the CC can remove it off our register.

We as a Group, very much appreciate the work done by our Volunteers, in giving up some of their spare time to help people with computer problems. Thank you so much, on behalf of our disabled clients.

Insurance

- a) All volunteers are covered by the BCS Public Liability policy, which is similar to the usual Employer's cover: Volunteers are classified as employee under the terms of the insurance. There is a £500 excess on each and every claim.

Accidental damage to a client's computer hardware is covered, however, accidental erasure of software (or other data or files) is NOT.

- b) Volunteers are not insured for accidental damage to their person, when travelling to or from a client, or while at a client's residence. When using your own vehicle, you will be covered by your own vehicle insurance and when at a client's residence by the client's household insurance. If IT Can Help tried to provide cover also it would only lead to the organisation's insurance being invalidated because of being covered by other policies. Note however that you should confirm with your vehicle insurers that you are in fact covered for voluntary use which is defined as use for which no payment and /or income is received other than reasonable expenses paid to cover the running costs of the vehicle (including petrol/diesel allowance). You should also ensure you are covered when driving another person's vehicle.
- c) If a situation arises where you think a claim may arise please inform your CC or AO and the Secretary immediately by email with brief details of what has occurred including contact details for the client. The Secretary will then inform the brokers and liaise with the volunteer directly should the claim proceed.
- d) As is standard practice with insurance companies never admit any liability only inform the client that you will pass the details on to the Secretary.
- e) If the client requires a contact please give them the following details:
- Secretary
IT Can Help - BCS
First Floor, Block D
North Star House

North Star Avenue

Swindon

SN2 1FA

secretary@itcanhelp.org.uk

01793 417723

f) Cover is provided by:

AIG Europe (UK) Limited

Registered Address: The AIG Building, 58 Fenchurch Street, London EC3M
4AB.

Tel: +44 (0) 20 7954 7000 Fax: +44 (0) 20 7954 7001

Registered in England; number 521852

AIG Europe (UK) Limited is an appointed representative of New Hampshire Insurance Company and Landmark Insurance Company Limited. New Hampshire Insurance Company and Landmark Insurance Company Limited are authorised and regulated by the Financial Services Authority.

Health & Safety

Volunteer Responsibilities (Health and Safety)

Risks to volunteers on visits to clients are judged to be extremely low.

Following the procedures below will help to ensure a trouble free visit, for both you and the client, especially during the first visit to a new client.

Remember not to cause any risk to the client by your actions.

The Client

- Do not divulge your address to clients.
- Do not divulge your telephone to clients until you are sure that it will not be abused. Prefix your calls to clients with 141.
- While your CC should have satisfied himself, as far as practicable, that the client does not present a risk to you through e.g. mental instability, it is wise to be put the client at his/her ease on arriving and to be aware of any sudden changes of mood. If you feel threatened at any time, make your excuses and leave. Report your experience to your CC as soon as practicable.
- Be aware of the client's disabilities and adapt your behaviour to suit.
- Do not feel obliged to visit a client if you have strong reservations.
- Try to be punctual with your visit so that you arrive when the client is expecting you.
- Show your IT Can Help ID card so that the client can avoid letting some other person into their home by mistake.
- Keep client names and personal information confidential. Avoid quoting such information in emails as far as possible. Restrict client information to Initials and Town in visit reports.
- Destroy documents containing client information by shredding or burning before discarding.

- Clear client information from your hard disk before disposing of an old computer.

Environment

Be aware of the exits in case of fire or other reasons for egress.

Make a quick evaluation of other persons or animals, e.g. dogs, to gauge whether they may be a possible risk to yourself.

- Make a quick evaluation of likely hazards such as sharp furniture, furniture in awkward places, unsafe chairs or tables, PCs balanced precariously, or exposed electric, gas or open fires
- Watch out for trailing wires or other tripping hazards.
- If a client is visually impaired, take care not to leave items, such as your briefcase, where they may be in the client's way. Likewise, do not move the client's furniture about except with his/her agreement.

Electrical Hazards

- Watch out for faulty plugs, loose or overloaded sockets, and worn out mains leads and avoid touching them. Any such item should be reported to the client with a recommendation to have it fixed by a qualified person.
- Do not overload sockets with too many multiple outlets. Do not chain multiple extension leads.
- Do not leave trailing mains leads across the floor.

Moving Equipment

If you are asked to move equipment, only agree to move it if you have no history of serious back trouble and if it is not too heavy for you. Keep your back straight and, if necessary, bend the knees. It is particularly dangerous carrying equipment down a flight of stairs; if you have to do it, take each step very slowly and carefully and ensure that you can see the steps in front of you. Do not feel obliged to move equipment if you think it may cause you or the client injury.

Operation of the PC

Generally, for the relatively limited time of an average visit, there is little risk from an un-ergonomic PC set up unless it is particularly bad. If you need to operate the PC, take steps to adjust the positions of the items of equipment (e.g. display, keyboard, mouse) and make sure that they are readjusted again for the client before you leave. If you need to adjust the display settings to suit yourself, ensure that they are set back to the client's preference afterwards.

Repair of PC and Associated Equipment

If you are not experienced and/or qualified in the repair of PCs and associated equipment then you should not undertake them but should refer back to your CC. If you do undertake to make a repair, then observe the following safety rules.

- Remove the mains lead before opening the case.
- Ensure all tools are removed before closing the case.
- Ensure all repairs are electrically safe.
- Do not attempt to repair a faulty Monitor as the high voltages inside are extremely dangerous.

Other issues

If the client has an alarm system which activates via the same telephone line as used for dialling up to the internet, then recommend to the client that they get an additional line installed.

Point out to the client any H&S items that you feel should be attended to. Inform your CC so he can follow this up with the client and/or relevant support agency.

Client Relationship

Opposite sex clients

A high proportion of clients are female whereas most volunteers are male. Opposite sex clients, especially if female, are therefore contacted in advance by CC/AO who explains the situation and the client is given the option of having someone else present during the volunteer visit; but most don't bother or it isn't practicable for whatever reason.

Being comfortable with client

Volunteer will be aware in advance of the client's disability and in some situations it might be preferable for two volunteers to visit.

Do I need to ask for a client to prove their disability?

Request and disability stated taken at face value. Whether via AbilityNet or otherwise, all the client has to do is phone or email asking for assistance. (Other organisations may require references before accepting and make a modest charge.)

Understanding the client's problem

Often the description of the client's problem contained in the referral may not be sufficient to diagnose the problem; possibly because the client or the carer is not an experienced computer user. When contacting the client it is therefore advisable to confirm, if possible, the nature of the problem and basic facts about the computer – hardware, set up and software and whether they have sole use of the computer.

Does IT Can Help Provide training to clients?

Our core purpose is problem solving and assisting with computer setup; we are not a training organisation. However, through these activities, some training is inevitable. Clients vary in their ability to assimilate training and

should more than say three visits be required the client should consider attending a training course run locally or approaching another organisation which offers training. Refer back to County coordinator or /Area Organiser if this could present a problem for the client

Visiting clients

Computer problems can often take some time to diagnose and resolve therefore you should allocate a reasonable amount of time for each visit. If you are unable to resolve the problem within the time available, explain the situation to the client and arrange a mutually convenient early return visit.

Client visit Issues

If any untoward situation arises during the visit, the volunteer should make an excuse to leave early and report the matter to the CC/AO.

How do Volunteers Benefit

Volunteers benefit from the satisfaction of providing a service that is highly appreciated by the clients and, for those who are that way inclined, the challenge of solving computer problems.

Does IT Can Help Provide training to volunteers?

IT Can Help is keen to invest in its volunteers and has a dedicated person on the management team to promote and provide training to volunteers.

In fact, this Induction Pack is part of an ongoing process to improve induction and training. Further information is available throughout other modules of the Induction Pack.

Volunteers can access online training material by contacting

training@itcanhelp.org.uk

Activity Coordination

County Coordinators and Area Organisers are charged with coordinating and allocating requests for assistance. It is therefore necessary that volunteers keep their CC/AO informed of any changes in their circumstances that might affect their ability or availability to support clients – such changes include, but are not restricted to, moving to another area, change of address or other contact details, vacation, other demands on time.

Expense claims and Reimbursement

Volunteers provide their time free but travel and other expenses incurred on behalf of IT Can Help are reimbursed. We positively encourage you to claim your expenses.

A claim form is available from our online area, or from your area organiser.

Where the expense includes VAT, the original receipt should accompany the expense claim so that the VAT can be recovered; where there is no VAT shown on any receipt, the receipts can be scanned and submitted with the expense claim form by email either following each visit or periodically.

Equal Opportunities policy

REF: Equal Opps v2.0 IT Can Help Issued: 24/3/04

Equal opportunities is about ensuring fair and equal treatment for everyone, and tackling discrimination wherever it exists in society.

IT Can Help is a network of volunteers who offer free assistance on computer-related matters to disabled people (clients). The nature of this service is that much of the interaction between volunteers and clients takes place one-to-one, in the client's home.

All volunteers are screened, by means of referees' reports at the application stage, to ensure that they are suitable to work with clients who may have very different lifestyles, beliefs and abilities to their own.

IT Can Help is committed to an Equal Opportunities policy that permeates the whole organisation and applies as much to the selection and treatment of volunteers as to the courteous and sensitive handling of clients. This policy asserts that:

No IT Can Help Volunteer, Management Member, or Client will be discriminated against on the basis of their sex, sexual orientation, race, ethnic origin, disability, age, or beliefs on matters such as religion and politics.

IT Can Help has a formalised complaints procedure which is in place to handle the rare occasions when the alleged behaviour of a volunteer breaches expectations. This includes discriminatory conduct.

We aim to create an inclusive and open-minded service in which diversity is valued, and in which all who volunteer and all who receive the service do so in a spirit of mutual respect and trust.

IT Can Help will review this policy on an ongoing basis.



IT Can Help



Yahoo Group

Dear Volunteer

The IT Can Help Yahoo Group's web features include:

File sharing

Message management -- easily control the frequency of email messages you receive.

Membership management -- easily join or leave group.

To access these you will need:

a Yahoo! ID to log in

The IT Can Help Yahoo group has been set up to facilitate communication between our volunteers.

You can use it, for example, to ask for help or advice with a client problem or to make suggestions about the working of IT Can Help - simply send an email to the group.

If you have a solution or a comment to a posted message then simply reply to it.

Please note that you can be set up to have either single emails or a daily digest sent to your chosen email account or just to receive special notices from the moderator (default is daily digest).

If you have a Yahoo ID you can also view messages and other information on the group website in which case you can opt for this method solely.

However, you may miss out on messages unless you remember to access the site regularly, so I recommend going for one of the email options.

If you don't have a Yahoo ID then you will need get one in order to access IT Can Help files, forms and newsletters.

You can unsubscribe at any time, but obviously the success of the venture depends on most people being subscribed.

Please ensure that you maintain the CONFIDENTIALITY of the client at all times (e.g. do not quote client name, address, telephone number, email address, etc).

A final point - please, if possible, use PLAIN TEXT format for email messages as they are far more efficient for everyone and there is a limit to the amount of space we can use. For the same reason, do not send attachments or graphics (the system strips them off!)

ACCESSING ITCH YAHOO GROUP

If you wish to join the Yahoo Group then please send an email to webmaster@itcanhelp.org.uk with "Yahoo subscribe" in the subject line and he will issue a Yahoo Group Invite.

Identifying Volunteer and Client Sources

There are two parts to this document; the first part offers guidance on where to go to recruit volunteers. The second part provides examples of organisations to contact to reach disabled people that would benefit from our service. Many of the contacts are generic and where appropriate we have given the web address of national organisations that have local offices.

If you find it difficult to decide which organisations to try, why not make contact with two to three to begin with from our 'top ten' of 'most appropriate organisations'. The lists are by no means exhaustive and your local knowledge is likely to identify more suitable organisations in your area.

Volunteer Sources

Top ten

- Local Volunteer Bureaux
- British Computer Society (www.bcs.org.uk)
They are our parent organisation and have many local branches.
- Local college IT department
- AbilityNet regional office (www.abilitynet.org.uk)
They are familiar with our network and occasionally come across potential volunteers and forward to us.
- Contact two or three major employers in area with IT departments.
- Contact two or three UK Online Centres
(www.dfes.gov.uk/ukonlinecentres)
UK online centers have been set up to enable everyone in the UK to have access to the internet and e-mail near to where they live. It could be in an Internet Café on the High St, in a public library, in a college, in a community centre, a village hall or anywhere available to the public.
- University IT department

- Reach (www.reach-online.org.uk)
A national volunteer recruitment agency.
- Article in local paper/magazine
- Local IT Can Help volunteers' personal knowledge of relevant organisations/groups in area (or contact IT Can Help Management Group. They may be aware of particular local organisations/groups)

Further suggestions

- a) Local Radio, Local TV exposure
- b) Local Internet Services
- c) Advertise/poster in Local libraries.
- d) Advertise/poster in local council offices
- e) Computer Club
- f) Experience Corps (www.experiencecorps.co.uk)
- g) Internet Café

Client Sources

Top ten

- a) Health Authority (Occupational Therapy Dept or Speech & Language Therapy Dept)
- b) Social Services (Social Workers Dept)
- c) Local Social Services Day Centre
- d) AbilityNet regional office (www.abilitynet.org.uk)
- e) Remap (www.remap.org.uk)
A national network of engineers that provide one-off technical aids to disabled people.
- f) Contact two or three local disability charities e.g.
Multiple Sclerosis Society (www.mssociety.org.uk)
Parkinson's Disease Society (www.parkinsons.org.uk)
Headway (www.headway.org.uk)
- g) Contact two or three UK Online Centres
(www.dfes.gov.uk/ukonlinecentres)

- h) Article in local paper/magazine
- i) Local disability groups e.g. Local Council of Disabled People
- j) Local IT Can Help volunteers' personal knowledge of relevant organisations/groups in area (or contact IT Can Help Management Group. They may be aware of particular local organisations/groups)

Further suggestions

- a) Disability charities, e.g.
 - a. Motor Neurone Disease Association (www.mnda.org.uk)
 - b. Scope (www.scope.org.uk)
 - c. Royal National Institute for the Blind (www.rnib.org.uk)
 - d. Leonard Cheshire Foundation (www.leonard-cheshire.org)
 - e. The Stroke Association (www.stroke.org.uk)
 - f. PHAB: Physically Handicapped and Able Bodied (www.phabengland.org.uk)
- b) Local Radio, Local TV exposure
- c) GP surgeries and Health Centres,
- d) Advertise/poster in Citizens Advice Bureau
- e) Advertise/poster in Local libraries.
- f) Advertise/poster in local council offices
- g) Day Centres

General Advice

On the IT Can Help Yahoo Group site there are

Customisable news releases and a news release template.

Poster advertising IT Can Help Network's services and asking for volunteers

IT Can Help leaflet

Letterhead paper template

If you require further copies of our leaflet please contact the secretary

secretary@itcanhelp.org.uk).

It has proved to be very helpful for County Controllers to arrange to attend a local British Computer Society Branch meeting to give a brief talk about IT Can Help and to encourage volunteering. We can provide you with support material.

It is usually best to make phone contact with named person before sending out publicity to explain a little about the purpose of IT Can Help and gain a commitment to passing on information.

Local press and radio – usually like a success story, good if you can highlight a successful client visit.

DATA protection – The basics

The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

The Act works in two ways. Firstly, it states that anyone who processes personal information must comply with eight principles, which make sure that personal information is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept for longer than is necessary
- Processed in line with your rights
- Secure
- Not transferred to other countries without adequate protection

The second area covered by the Act provides individuals with important rights, including the right to find out what personal information is held on computer and most paper records.

Should an individual or organisation feel they're being denied access to personal information they're entitled to, or feel their information has not been handled according to the eight principles, they can contact the Information Commissioner's Office for help. Complaints are usually dealt with informally, but if this isn't possible, enforcement action can be taken.

Legal Obligations

The Data Protection Act doesn't guarantee personal privacy at all costs, but aims to strike a balance between the rights of individuals and the sometimes competing interests of those with legitimate reasons for using personal information. It applies to some paper records as well as computer records.

This short checklist will help you comply with the Data Protection Act. Being able to answer 'yes' to every question does not guarantee compliance, and

you may need more advice in particular areas, but it should mean that you are heading in the right direction.

- Do I really need this information about an individual? Do I know what I'm going to use it for?
- Do the people whose information I hold know that I've got it, and are they likely to understand what it will be used for?
- If I'm asked to pass on personal information, would the people about whom I hold information expect me to do this?
- Am I satisfied the information is being held securely, whether it's on paper or on computer? And what about my website? Is it secure?
- Is access to personal information limited to those with a strict need to know?
- Am I sure the personal information is accurate and up to date?
- Do I delete or destroy personal information as soon as I have no more need for it?
- Have I trained my staff in their duties and responsibilities under the Data Protection Act, and are they putting them into practice?
- Do I need to notify the Information Commissioner and if so is my notification up to date?

Guidance

One of the Commissioner's duties is to raise awareness and promote compliance with the Act.

One of the ways we do this is to produce guidance for the public and for organisations.

Our [It's your information](#) series is designed to inform the public about their rights under the Act and covers topics that affect the use of their information. They provide information on topics the public might be concerned about, perhaps because of press coverage of a particular issue.

Our [good practice notes](#) are simple, short straightforward guides that give solutions to everyday questions or problems about how organisations should handle personal information.

[Codes of practice](#) are produced in consultation with trade associations and consumer or representative groups. They are designed to encourage good practice in a particular industry or activity that involves the handling of personal information.

[Technical guidance notes](#) are aimed at the technical reader. They give more detailed guidance on matters of interest to those directly responsible for data protection, such as data protection officers and lawyers. They focus more on the specific requirements of the legislation.

Our [legal guidance](#) is a reference document for organisations and their advisers that provides a broad guide to the Act as a whole. It includes, where possible, an indication of the view the Commissioner takes about how the Act should be interpreted.

The [Ministry of Justice](#) has also produced some useful guidance.

Good Practice Notes

- [Security of personal information](#)
This good practice note aims to alert small and medium sized organisations to the security measures they should have in place to protect the personal information they hold.
- [Training checklist for small and medium sized organisations](#)
High-profile security breaches have increased public concern about the handling of personal information. We recognise that some organisations have limited resources to devote to staff training. This note outlines some of the practical implications of the Act and is intended as a basic training framework for general office staff in small and medium sized organisations.
- [The exemption from notification for 'not-for-profit' organisations](#)
This note aims to answer a number of questions regularly raised by charities and voluntary organisations about the exemption from the requirement to notify under DPA 1998 for 'not-for-profit' organisations.
- [Publication of Examination Results by Schools](#)
This good practice note aims to explain to boards of governors, head

teachers and school data protection officers how the Data Protection Act (the Act) affects the publishing of examination results.

- [The use and disclosure of information about business people](#)
The aim of this good practice note is to explain to local authorities how the Data Protection Act (the Act) applies to the sharing and use of information about business people. This could be information, for example, about a business person's payment of business rates or the results of an environmental health inspection of his or her premises.
- [Collecting personal information using websites](#)
This guidance is a set of frequently asked questions for anyone collecting personal information using websites.
- [Calling existing customers listed on the Telephone Preference Service](#)
This guidance explains the position regarding calling existing customers for marketing purposes when they are currently registered on the Telephone Preference Service (TPS) or who subsequently register.
- [Advice to local authorities on disclosing personal information to elected members.](#)
This good practice note aims to provide local authorities with advice on what they need to consider when deciding to disclose personal information to elected members.
- [Advice for the elected and prospective members of local authorities.](#)
This good practice note aims to provide local authorities with advice on what they need to consider when deciding to disclose personal information to elected members.
- [Checklist for handling requests for personal information \(subject access requests\)](#)
This guidance aims to assist small and medium sized organisations that receive requests for information covered by the Data Protection Act 1998.
- [The use of violent warning markers](#)
This good practice note explains to those working with the public how best to manage the use of violent warning markers.

- [Corporate Telephone Preference Service](#)
This good practice note explains how companies can register their telephone numbers with the Corporate Telephone Preference Service (CTPS), and the rules that apply to calling companies that have registered their numbers.
- [Releasing information to prevent or detect crime](#)
This good practice note explains what you need to consider when you are asked to release personal information because it is needed to prevent or detect a crime, or catch and prosecute a suspect. It is intended as a guide for organisations that do not normally receive requests of this kind.
- [Monitoring under section 75 of the Northern Ireland Act 1998](#)
This good practice note aims to make clear that the Data Protection Act 1998 allows monitoring under section 75 of the Northern Ireland Act 1998. It also aims to provide advice for public authorities that are required to carry out such monitoring.
- [Automatic renewal of policies or membership by credit or debit card](#)
This good practice note explains how insurance companies and other organisations can comply with the Data Protection Act 1998 when automatically renewing a policy, membership or other arrangement where a fee has to be paid. This note covers payment of fees by credit or debit card but not by direct debit.
- [Tied agents and independent financial advisors](#)
This good practice note is aimed at firms of tied agents and independent financial advisors. It gives advice on common issues raised with the Information Commissioner about how to comply with the Data Protection Act. The term 'firm' includes sole traders and partnerships.
- [Outsourcing - a guide for small and medium sized businesses](#)
This good practice note sets out what you need to do to comply with the Data Protection Act when you outsource the processing of personal information. Typical examples would include outsourcing your payroll function or customer mailings. It sets out which parts of the Act are

important when outsourcing and provides some good practice recommendations.

- [Buying and selling customer databases](#)

This good practice note explains what organisations need to do to make sure they comply with the Data Protection Act when buying and selling databases which contain customers' personal information. It is not intended to cover the purchase and sale of confidential personal information. This advice is for use when a business is insolvent or closing down or when an asset is being sold, either by the owner or an insolvency practitioner.

- [How does the Data Protection Act apply to professional opinions?](#)

This good practice note aims to inform organisations and practitioners about some of the data protection issues that arise in relation to the information about individuals that they record in their professional opinions. The information in this note may also be of interest to individuals.

- [Pension trustees and their use of administrators](#)

This good practice note explains to pension trustees how to comply with their obligations under the Data Protection Act 1998 when they use pension administrators to help them run a pension scheme.

- [Subject access and employment references](#)

This good practice note clarifies how the Data Protection Act applies to employment references. The recommendations also apply to other types of reference, such as those provided for educational purposes.

- [Disclosing information about tenants](#)

This good practice note answers some frequently asked questions from landlords about how the Data Protection Act applies to them, the information they hold about their tenants and information held on their behalf by a letting agent.

- [Charities and marketing](#)

This good practice note explains what charities and voluntary organisations need to do to comply with data protection law when they carry out marketing activities.

- [Electronic mail marketing](#)
This good practice note is aimed at helping businesses understand the 'dos and don'ts' of electronic mail marketing and gives an overview of the rules in the Privacy and Electronic Communications Regulations.
- [Individuals' rights of access to examination records](#)
This good practice note explains the right to access examination records under the Data Protection Act. The Freedom of Information Act also gives individuals the right to access other (non-personal) information held by public authorities.
- [Providing personal account information to a third party](#)
This good practice note is aimed at helping people to decide whether or not to give information to third parties calling on behalf of an account holder.
- [Taking photos in schools](#)
This good practice note is aimed at Local Education Authorities and those working within Schools, Colleges and Universities.
- [Telephone marketing by a political party](#)
This good practice note is aimed at the public and political parties.
- [Getting it right: a brief guide to data protection for small businesses](#)
- [Getting it right: small business checklist](#)
- [Schools: exam results disclosure to the media](#)

Helpline partnership

In January 2005, IT Can Help and AbilityNet (www.abilitynet.org.uk) formed a partnership to increase the effectiveness of IT support to disabled people through a programme of mutual collaboration, training and co-operation. One part of this partnership is the helpline. Requests for client support can be directed via AbilityNet's Advice & Information Service. Clients (or their support worker) can simply call the freephone number 0800 269545 (or email enquiries@abilitynet.org.uk) and ask for an IT Can Help Volunteer.

Helpline Hours

AbilityNet are usually able to answer calls Mon – Fri from 9am to 5pm. An answer phone picks up calls outside these hours.

Taking Calls

1. AbilityNet receives call from client

AbilityNet helpline staff checks to see if the call would benefit from IT Can Help support. If it does they then look through the IT Can Help contact list to see if a County Controller (CC) exists within the relevant area. If the CC post is vacant the call is directed to the Area Organiser.

2. AbilityNet emails CC

The helpline staff will aim (if possible) to provide CC with the following information regarding the call:

- a) nature of computer difficulty
- b) relevant hardware/software information e.g. specifically in relation to,
 - i) computer difficulty and ii) the operating system client is using

- c) some reference to confirm the person has a disability (e.g. wheelchair user, vision difficulties, stroke)
- d) if disability has an impact on computer use, then any relevant information about i) disability and ii) any special software/hardware the person is using.
- e) Client contact details

3. CC emails AbilityNet

The CC emails AbilityNet within 5 working days to acknowledge receipt of request. Note that we've had a few occasions when emails from AbilityNet haven't been received by volunteers. Acknowledging receipt of emails will help us identify whether emails are getting lost.

4. CC contacts client

At the moment AbilityNet staff informs the client/caller that a volunteer will contact them within 5 working days. This simply means that the AO/CC/volunteer will touch base with client within 5 working days. The actual visit date is down to availability of local volunteer (it could be days, weeks). By contacting the client within 5 working days it helps to ensure that we haven't raised clients' expectations.

Holidays

If CC is away, busy or on holiday for 5 working days or more, please let us know and we'll ensure any callers are put on hold or referred elsewhere. Send email to: secretary@itcanhelp.org.uk.

If you have managed to arrange cover whilst you are away, we can redirect your county/area@itcanhelp.org.uk address to another email address (and redirect back to you upon your return).

Again, this will help us to manage clients' expectations.

If we can't help, who can?

The arrangement we have with AbilityNet is that when an appropriate support request is passed through to us, it's then generally down to us to take it forward. If, for some reason we find that we are unable to deal with the query then please inform the client that we are unable to help and if possible, please suggest other organisations that may be able to assist. The following suggestions may help identify a suitable organisations:

- a) refer caller onto local volunteer bureau. They may have computer literate volunteers on their books. Browse the following website to locate an appropriate volunteer bureau: www.nacvs.org.uk/cvsdir/
- b) if the caller has a visual impairment, then consider referring person onto the Royal National Institute for the Blind - Computer Volunteer Network, Tel: 0845 604 2341 Email: tcsvolunit@rnib.org.uk
- c) AbilityNet produce a factsheet called 'Technical Support & Training Resources' which talks of general support services. It can be downloaded from their website, www.abilitynet.org.uk (select 'factsheets')
- d) if the person needs general training, then consider organisations such as Hairnet (<http://www.hairnet.org/>). Note that they do charge for their service
- e) You may be aware of a more appropriate service.

In general, only go back to AbilityNet if it's something you believe they have the skills to solve (or if you believe the original referral isn't appropriate).

USB Pen

We've included a USB card in your pack which contains useful applications for you to use with your clients.

Any questions on this: training@itcanhelp.org.uk

Acknowledgements

Thanks to the kind contributions and efforts of

Andy McMahon

Graham McLaughlin

IT Can Help, BCS, First Floor, Block D, North Star House

North Star Avenue, Swindon, SN2 1FA

Email: info@itcanhelp.org.uk Web: www.itcanhelp.org.uk