



HANDBOOK
for
VISITING SOCIAL WORKERS

THE MACFARLANE TRUST
HANDBOOK FOR REGIONAL SUPPORT WORKERS

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HANDBOOK FOR REGIONAL SUPPORT WORKERS

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Chapter 1

Introduction

Policy on visiting Regional Support Workers (RSW)

1. The Trust is a registered charity whose objects are defined in the Trust Deed are to “relieve those persons suffering from haemophilia who as a result of receiving infected blood products in the United Kingdom are suffering from Acquired Immune Deficiency Syndrome or are infected with human immunodeficiency virus and who are in need of assistance, or the needy spouses, parents, children or other dependents of such persons who have died”.
2. In seeking to make the most effective use of the Trust Fund and to ensure that the relief is greatest where the need is greatest, the Trust requires its own capacity to assess the needs both financial and otherwise, of persons applying for assistance. In many cases, this assessment calls for a home visit or consultation.
3. Following the staff review in 2004, arising from the Long Term Review published in late 2003, it was resolved by the Remuneration & Employment Group to recommend to the full board of trustees that a network of regional support workers be established to meet the changing needs of the Trust’s registrant and wider beneficiary community and to bring local knowledge and relationship management skills to the menu of assistance and support available.
4. The network of regional support workers will be under the direct line management of the Trust’s Head of Support Services (HSS), a new senior management post, embracing the necessary professional skills and distance worker management expertise, arising from the Long Term Review.

The System

5. The size of the RSW network will be maintained at 5; this is deemed as the smallest compatible with providing the necessary support and retrieval of data in (1) providing the necessary individual registrant and beneficiary support and (2) ensuring the retrieval and return of confidential management information such as the case review assessment forms to determine regular payments to meet deficits arising from excess expenditure over income.
6. RSW’s are employees of the Trust and are subject to the discipline contained in the standard contracts of employment, handbook and appendices. They will be regarded as the Trust’s “eyes and ears” on the ground and conduct themselves in a manner that would reflect the ambassadorial nature of the post.
7. Visiting arrangements and assessments are made only with the full consent of the person requesting assistance. To replace the annual mailing of census forms, each RSW must achieve at least one visit per registrant or beneficiary in their region per annum or be satisfied that a detailed telephone call can yield the information required.
8. Confidentiality of information, however gathered and stored, is always of overriding importance.

The Handbook

9. This handbook sets out all the procedures for the administration of the system, the conduct of interviews and other RSW activities. It also provides a compendium of the other Trust information needed by RSW's in the pursuance of their duties and responsibilities as employees of the Trust.

10. The document will be amended by the issue of revised pages when necessary.

The Macfarlane Trust

Chapter 2

Description of the System

General

1. Regional Support Workers are employed by the Trust to represent and engage with individuals registered with the Trust to make (1) make decisions up to given value in respect of applications for small single grants, refer larger applications up to a given value to the HSS and C/E or, in certain specific cases, to the Trust's policy committee the National Support Services Committee (NSSC).
2. From time to time, RSW's might need to engage the specialist services of the Benefits Adviser, employed part-time and located at Alliance House, the Independent Financial Adviser (JTA Finance Ltd) etc. Where support of a nature is required where the resource is not immediately identifiable, the RSW should refer the matter to the HSS or, if not available, the C/E.
3. Each RSW will be responsible for their region, the individuals registered with the Trust in that region (sorted by post-code) servicing their individual needs and managing the retrieval of information of a management or support nature.
4. All RSW's are encouraged to share amongst themselves information and skills transfer using the network advantage of the mobile telephone system, e-mails and at regional gatherings when deemed necessary by the HSS.
5. The HSS will ensure a system is in place to electronically mail correspondence addressed to each RSW. Hard copies will be kept on file at Alliance House and files will be available when RSW's are present. Files can only be removed from Alliance House with the registrants express consent.
6. All RSW's will be expected to maintain a limited and current hard copy filing arrangement at their home office; this will probably comprise cases to hand. All RSW's will be expected to complete to a satisfactory level training on data-base management and the Trust's system "Great Plains".
7. Electronic files will be maintained but must be password protected. The password to be known by the RSW, HSS, Office Manager and Accounts. The data-base and other administrative exercises (electronic and otherwise) to ensure the smooth running of the region must be addressed and completed by the end of the week/month in question. For example:-
 - Monthly reports on activities to HSS.
 - Weekly electronic diary to HSS and other RSW's on whereabouts.
 - Reports to NSSC.
8. Duties. The job specification for the post is at Annex A. RSW's are engaged as filed workers and will be empowered to make promise of financial payments up to a given level.
9. Terms of Service. RSW's will be employed subject to the Trust's normal terms and conditions of employment. Expenses will be submitted at the end of each month and will be paid, with salary, at the end of the following month. All expense

claims must be approved by the HSS or C/E. All expenses, including subsistence, allowances for meals are subject to the green book and can be made available from accounts section. Sums expended of £3.00 or more must be supported by a receipt.

10. Rail travel and hotel accommodation must be booked via the Office Manager at Alliance House to take advantage of discounts available to the Trust. The Trust will NOT usually meet the costs of alcohol purchased when in the field.

11. Training. The purpose of the RSW is to acquire a mix of skills that can be utilised for the benefit of registrants. The Trust actively encourages all staff to develop their own skill-base through training and, subject to agreement by the HSS, all training opportunities will be actively considered and where appropriate paid for.

12. Administrative support. Reference books, software, IT file templates, stationery etc are/will be provided. Where stock purchases cannot reasonably be requisitioned from Alliance House, reimbursement will be made through the completion of an expense claim form and receipts provided.

The Reasons

1. The Trust Deed requires the Trust to provide relief to those “who are in need of assistance” etc. To ensure that fair use of Trust resources there must be consistency in the measurement of need.
2. It is the experience of the Trust to date and the assumption for the future that there are no fraudulent or frivolous claims or assistance, equally there are no fraudulent attempts to conceal personal information that might advantage the financial standing of a person registered with the Trust. Having said that, the applicants assessment of need or their own account of their personal circumstance is subjective and can be clouded thus expectations and assumptions “across the board” can vary widely.
3. The Trust has recognised that the payment of what is known as “regular pay” in no way attempts to meet need. The view is that the role of the Trust is to “make the difference” for individuals registered in seeking to ensure that they do not experience a deficit ridden existence. The Trust is not a mini welfare state, neither is it a bank; it is there to support and act as a conduit for other means of support for the benefit of individual registered with it.
4. Regular payments will be assessed to meet the deficit, where it exists, of surplus expenditure over income. The Case Review forms express quite clearly how income and expenditure are to be assessed.
5. Each RSW will seek to visit at least once per annum the individuals registered in their region and complete a case review form.
6. The main point of advocacy for the Trust registrant will be the RSW. RSW’s will be encouraged to develop and sustain a constructive relationship with social workers and medical staff at haemophilia centres and others for the benefit of their constituency of care. A careful balance must be struck between the various relationships that the Trust registrants enjoy.
7. The Trust is NOT a compensation fund and RSW’s are encouraged to remember that all assistance is at the discretion of the trustees as expressed through various policy documents and written statements.
8. The ability of RSW’s to represent the Trust at the local level and to represent individual registered to the Trust is a considerable step forward and should ensure that back to the Trust and is designed to benefit both the Trust in the allocation of scarce resources, the ability to retain correct information on registrants and other beneficiaries and to ensure that a “personal” support service is delivered to meet individual needs.
9. The type of assistance requested may, upon investigation, not always be a true indication of the real need. Response to repeated small requests may well not reach

the root of the real problem. Also, applicants sometimes request a particular type of help without being aware that a better solution to their problem exists or that other (statutory) sources of help exist. The function of the RSW is to drive down to the core need of the individual.

10 Absence of request for assistance may not mean that no need exists. Although wishing to avoid intrusion on the independence of individuals, the de minimis annual case review visit must be achieved at the initiative of the RSW.

11. For these and other reasons, the Trustees need to determine policy that delivers a direct and consistent standard of assessment throughout the country. This is well within the capacity of the RSW network. At the operational level, with the support and resource from Alliance House, the added value will be the proper assessment of an individual's circumstances, local knowledge that supports an individuals requirements and the ability to properly assess requirements at the local level.

The Occasions

12. It will be necessary to ensure that all individuals are visited at least once per annum. The purpose of this is to complete a Case Review Form to determine Income and Expenditure and any changes from the previous year. The other main occasion will be to assess the request for assistance. Other occasions will be:-

- a) Requests fore very large sums of money.
- b) Frequently repeated requests for financial assistance.
- c) Requests involving debt clearance.
- d) Where the assistance requested appears inconsistent with the problem presented.
- e) Where the assistance requested is outside the scope or the ability of the Trust to help but where an alternative solution may be available.
- f) When the Trust has a reason to feel that help may be needed even though not actively requested.

13. All applications for assistance in excess of £1000.00 will require a visit and assessment or at least a telephone interview to gauge need.

14. Where a RSW is visiting in a conurbation, it may prove beneficial to arrange to meet a number of registrants for "review" purposes by appointment at the local haemophilia centre. This will be done with the agreement of the appropriate Centre Director.

The Criteria for Visits

15. No visit will be made or arranged without first obtaining the consent of the person to be visited.

16. The conditions which will for a visiting assessment will be at the discretion of trustees the C/E or the HSS. In certain cases, a visit will be asked for to ensure that the proper information is available at the next NSSC meeting.

Chapter 4

Procedures

a) Initial action by HSS/Office Manager.

Records nature of registrant enquiry on data-base.

Scans enquiry and e-mails to RSW. HSS suggests recommended action.

If the enquiry is from a key worker (KW) (centre social worker, counsellor etc) HSS notifies KW of action and that the RSW (by name) will be in contact with registrant.

RSW to follow through enquiry.

1) If a Case Review

- the case review form is completed. RSW to complete "Notes" on data-base recording visit and recommendations in the appropriate fields. This will embrace such areas as:-

- adjustments to regular pay based on revised income and expenditure.
- benefits update.
- change in lifestyle, medical etc.

2) If change in regular pay (increase or decrease)

- using the formula for calculating regular pay, arrive at total.
- check that all inputs are correct
- complete authorisation form (template on hard disc)
- send authorisation slip with date of implementation to Accounts and HSS.
- write to registered person advising them of change (if a reduction) that will take place in 3 months from date of assessment with a detailed explanation of the change. If an increase, this will take place when the next payment is due.

3) Updates on the Data-base.

It is a main function of the RSW to ensure the data-base is up to date at all times and that registrant information is timely and accurately recorded. Where RSW's have difficulty with data-base maintenance, they are to contact the Office Manager and/or HSS immediately.

All data-base entries are to be made at then signed off with the individuals initials and date of entry (eg: (MH – 27.8.04).

4) If an application for a grant is received. The initial liaison work will be dealt with by the HSS and then papers will be e-mailed to the RSW for action.

On receipt of papers, RSW will:-

- confirm receipt of papers to HSS and log request received on data-base in the prescribed manner.
- arrange time and visit with the applicant.
- liaise as necessary with the key worker.
- conduct visit in accordance with the HSS brief.

1) If application IS within RSW authority, action will be:-

- confirm with applicant that grant will be made. Copy of confirmation to HSS. See standard letter confirming payment of a grant; there will be various inserts to be made.

Letter Reference to be as follows:-

Initials/date/Registrant Number

MH/0304/1450

0304 = 3rd April

1450 – registrant Number

Always finish letter with e-mail address and mobile telephone number eg:

Yours sincerely,

JOHN SMITH

Regional Support Worker

Telephone: GRO-C

E-mail: john@GRO-C

- enter facts on data-base in relevant fields (grant request, notes etc).
- complete grant report form.
- complete authorisation slip and send WITH copy of confirmation letter and grant report form to HSS and Accounts.
- maintain copies for regional file. HSS/Office Manager to manage hard copies held at Alliance House.
- if grant is refused, complete grant report form with reasons for refusal. Advise applicant and e-mail copies of report form to HSS. Retain copies for regional file, HSS to manage copies to files held at Alliance House.

RSW to retain sufficient information to produce a case report form for NSSC review. See appendices for template which will be on hard disc.

2) If outside RSW authority BUT within HSS/CE authority.

- HSS to decide if visit is required and instruct RSW accordingly.
- If necessary, RSW to complete a report form and make recommendation.
- HSS to consider matter and make decision. If affirmative, authorities and letters will be completed at Alliance House and RSW will be sent all copies for file. HSS to complete data-base entries.
- If negative, HSS to advise applicant and send copies of correspondence to RSW. Data base entries will be made by HSS.

3) If a case for consideration by the NSSC.

- The application will be considered by the NSSC.
- This will require a full report to be prepared by HSS with input as necessary from RSW. This may involve a visit or other action as determined by HSS.
- HSS and RSW to liaise on keeping applicant informed as to the various stages of processing.
- HSS and RSW to decide the most appropriate method of advising applicant of NSSC decision.
- HSS to complete data-base entries in these cases.

HSS is entirely responsible for the secretariat arrangements for the NSSC. From time to time (at least once per annum), RSW's will be invited to attend meetings of this committee.

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Chapter 5

Grant Making Policy

Introduction

- a) All policy in respect of grant making will be a matter for the Trust's National Support Services Committee. The committee secretariat will be the responsibility of the HSS with assistance, when necessary, from the C/E.
- b) All RSW's will carry a schedule of grant making areas, maxima that can apply and the various codes that will apply for accounts purposes. Grant monies will NOT be processed unless the authorisation slips are complete and the data-base entries have been correctly made.
- c) The Trust accept that a rate of expenditure is necessary but in light of the findings of the Long Term Review and the need for the Trust to meet beneficiary longevity, policy will inevitably change. RSW's will be consulted where appropriate and invited to attend such meetings if deemed appropriate by the HSS.
- d) All RSW's will be sent copies of agendas, papers and minutes of meeting of the NSSC.

Meeting the Need

The guiding policy principle of all grants made based on the objective written in the Trust Deed which provides for relief of those who are "in need of assistance".

The two main principles are:-

- 1) To ensure that greatest emphasis is given to the types of expenditure which are likely to bring the greatest relief.

It is critical to establish what individual applicants mean by relief.

- 2) To ensure that financial assistance is greatest where the financial need is greatest.

Types of Grant

Regular Payments

A regular payment is made to help deal with the extra costs of living with HIV and maintaining a pattern of life which will help to preserve health. Trustees recognise that individual need will depend upon "lifestyle" thus the policy change to match regular payments against individual income and expenditure assessments.

NB

It will be the first task of each RSW to carry out an income and expenditure assessment of registered individuals in their region to establish the level of regular payments that should apply.

The level of regular pay will be:-

$CEA + AOE \pm AI = \text{Regular Payments.}$

CEA = Core Expenditure assessments.

AOE = All Other Expenditure.

AI = All Income.

Where there is a surplus of income over expenditure, regular payments will be withheld.

Where there is an income deficit regular payments, will be at a level to remove the revenue deficit.

(It will be incumbent upon all RSW's to meet a target date to enable the Trust to implement the new system of non-formulaic regular payments. In the meantime, regular payments will remain as per the formula and every opportunity will be utilised to inform registrants and beneficiaries of the proposed changes).

Single Grants

Single grants are to meet expenditure on items of specific need. All applications must be relevant to the health condition of the applicant; trustees recognise that this will vary considerably as will the perceptions of individual applicants.

It is policy that the following will not be entertained:-

- a) Credit card debts that have no relation to the health condition of the applicant.
- b) Non health related debt in general. The Trust does offer a debt counselling service.

Each RSW will be furnished with a schedule of grant purposes. It is unlikely that any purpose will fall outside that schedule.

Levels of Payment

Levels of payments and remits in respect of authorities will be reviewed by the NSSC on a regular basis.

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Chapter 6

Grant Allocations

1. All grants are made as follows:-
 - by RSW's within their individual remits.
 - referral by the RSW to the HSS and/or CE
 - to the National Support Services Committee that will meet bi-monthly for determination
2. Provided that a request falls within the terms of the Trust Deed, there is no limit in cash or kind to the making of a grant. All applications, made within the policy limits expressed earlier, can be considered.
3. The coded schedule of grants issued will cover almost all requests. It is unlikely that any request not featured on the coded schedule will qualify for consideration. Where this is the case, they must be referred to the HSS for determination as to future action.
4. The Trust's Benefits Adviser and Independent Financial Adviser are a core cost on the service provision capability of the Trust. Their expenses and fees arising from the IFA visit will be charged as a management expense to individual regions.
5. All limitations on individual authorities must be observed rigorously.

Chapter 7

The Regional/Home Office

IT and Furniture

The post of RSW is home-based, therefore, all RSW's will be equipped with a desk, office chair small (two drawer) filing cabinet, mobile telephone, laptop computer, scanner and printer.

The Trust's IFA will make the necessary insurance cover arrangements to protect this Trust property.

Each RSW will have a duty of care in respect of all equipment and ensure confidentiality in respect of information retained at the regional/home office both text and electronic.

Office Hours

These will be according to the standard contract of employment. In essence core hours are between 10.00am and 4.00pm. The working week will be 3 days or 21 hours. Core hours will comprise 18 hours, the balance will be made up at your discretion.

All other conditions of employment are in the standard contract, handbook and appendices. All entitlements will be pro-rata at 60% of the full entitlement.

Expenses and Procedures for Travel and Accommodation Arrangements

Chapter 2, paragraphs 9 and 10 apply.

Templates & Software Installation

The Office Manager will ensure the following templates are installed on individual RSW laptops:-

- 1) MFT letterhead with fax number, switchboard number etc.
- 2) Great Plains Software (Data-Base which RSW's will be responsible for maintaining the downloading and populating of regional data. Great Plains Handbook prepared by Accounts.
- 2) MFT Fax Form.
- 3) MFT Compliment Slips with RSW's own telephone number.
- 4) Authorisation Form for Grants.
- 5) Case Review and Other Report Forms.
- 6) Expense Claim Forms.

- 7) Excell spreadsheet of individuals in the region.
- 8) Coded Grants Schedule.
- 9) HO Telephone Direct Numbers and IFA Direct Numbers and all e-mails.
- 10) Regional E-Diary.
- 11) RSW telephone numbers, e-mails and regional addresses.
- 12) Emergency Numbers. C/E and HSS Home and Office Direct Lines.

Chapter 8

Grounds for Arrangement of Visits

Certain applications for assistance or, when undertaking annual case reviews, will necessitate a visit by the RSW.

Case reviews are crucial to ensure that all the information maintained in file is accurate and properly reflects the registered individual's circumstances. Grant applications, by virtue of the amount of money involved, the nature of the request may require a visit. The procedures for arranging a visit are laid out in chapters 3 & 4.

On this basis, all visits will fall into the following six categories:-

1. Visits initiated by the RSW to undertake an annual case review. At least one case review per annum per individual registered must be carried out.
2. Visits initiated by RSW with a specialist source of help such as the Trust's IFA, Benefits Adviser, Bereavement Counsellor or for a counselling exercise.
3. Visits initiated by RSW for a grant assessment.
4. Visits initiated by HSS for a grant assessment or for report to trustees.
5. Visits initiated by HSS as a response to a disagreement with Trust policy.
6. Visits initiated by C/E or HSS where they feel they should visit the registered individual with the RSW.

The circumstances which indicate the need for a visiting assessment are listed below, with the category of visit shown.

- a) Requests for large sums where no guideline exists. Large sum is determined at in excess of £5000.00 and will apply specifically to house repairs, business projects which are not mentioned in the coded schedule of grants.
- b) Repeated requests of more than 3 per annum where £amounts exceed £2000.00. Where there appears to be a compensation element.
- c) Advice on debt management, benefits advice or other form of professional advice of a specific nature that involve specialist employed or contracted to the Trust.
- d) Request for review of previous refusal.
- e) Requests for help with "Breaking Out".
- f) Requests with help to access statutory services.
- g) Complaints.
- h) Questioning Trust policy.

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Chapter 9

RSW Visit Brief

Please see appendix A – The Case Review Form.

Please see appendix B – The Grant Report Form.

Please see appendix C - The Report Form for non-grant visits.

The form will clearly state the requirements sought by the Trust.

All forms must be completed in full.

Action following the visit is clearly stated in Chapter 4.

The maintenance of the data-base is a paramount requirement.

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Appendices.

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HANDBOOK FOR VISITING SOCIAL WORKERS

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Annexes

A.	VSW Job Description
B.	Emoluments
C.	Grounds for arrangement of visits
D.	Visit Report Brief
E.	Visit Report Format
F.	List of Guideline Grants - to follow
G.	List of General References - to follow

Chapter 1. Introduction

Policy on Visiting Social Workers

1. The Trust is a registered charity whose objects as defined in the Trust Deed are to "relieve those persons suffering from haemophilia who as a result of receiving infected blood products in the United Kingdom are suffering from Acquired Immune Deficiency Syndrome or are infected with human immunodeficiency virus and who are in need of assistance, or the needy spouses parents children and other dependants of such persons and the needy spouses, parents, children or other dependants of such persons who have died."

2. In seeking to make the most effective use of the Trust Fund and to ensure that the relief is greatest where the need is greatest, the Trust requires its own capacity to assess the needs, both financial and other, of persons applying for assistance. In many cases this assessment calls for a home visit and consultation.

3. A nationwide network of part-time Visiting Social Workers (VSWs) is set up to assist the Trust's permanent staff in making any assessments required by the Trustees, and in bringing to those eligible for its help a knowledge of the assistance available.

The System.

4. The size of the VSW network will be maintained according to requirements but it is a prime intention that the number should be the smallest compatible with providing cover across the UK.

5. VSWs are not employees of the Trust but are paid fees and expenses. They are however the direct agents of the Trust and are briefed by the office accordingly. VSWs may sometimes need to liaise with existing social work organisations but all Macfarlane Trust business is arranged directly between the Trust office and the VSW concerned and not through any other organisation.

6. Visiting assessments are only made with the full consent of the person requesting assistance.

7. Confidentiality of information is always of overriding importance.

The Handbook

8. This handbook sets out all the procedures for the administration of the system and for the conduct of interviews and any other activities by VSWs. It also provides a compendium of the other Trust information needed by VSWs in the pursuance of their duties on behalf of the Trust.

9. The document will be amended by the issue of revised pages when necessary. The amendment sheet at the back shows the latest version of each chapter or annex.

Chapter 2 Description of the System

General.

1. Visiting Social Workers are engaged by the Trust to assist the office staff in assessing the needs of persons registered with the Trust so as to make recommendations to Trustees on the nature and level of assistance needed.
2. The use of VSWs does not replace or in any way cut across the relations between the Trust and social and medical workers at Haemophilia Centres and elsewhere who are already acting on behalf of persons registered with the Trust. Such workers will be informed when a home interview is proposed, and may be consulted by the VSW if appropriate.
3. Visits and interviews by VSWs supplement rather than replace the visits made by members of the Trust permanent staff.
4. (spare)

The Network

5. There will normally be between 7 and 10 VSWs located at strategic points throughout the United Kingdom.
6. The location of VSWs is not directly tied to the location of Haemophilia Reference Centres. However, Trust VSWs may be required to make contact with the Social Workers at the Reference Centre and any other Centres or units in their locality having responsibilities for the care of any person for whom action is referred to the VSW.
7. Visits are normally referred to the nearest VSW available and VSWs will rarely be asked to travel outside their own region. However, VSWs do not have individual responsibility for specific areas of the country or any continuous responsibility for persons registered whom they interview or visit. An overlap of the geographical areas covered is arranged where possible.
8. (spare)

The Visiting Social Worker

9. Duties. The job specification for the post is at Annex A. VSWs are engaged as advisers and are not empowered to make or promise financial payments.

10. Terms of Service. VSWs are not employees of the Trust but are engaged as agents under a personal letter of appointment. Fees and expenses are paid in accordance with the work accepted. Current rates of fees and expenses are set out in Annex B.

11. Recruitment. Selection and offer of appointment will follow normal staff procedures. However, initial contact will as far as possible be through personal introduction and recommendation rather than through public advertisement.

12. Training. Training is provided in a programme which offers alternative dates and which should therefore accommodate VSW's other commitments. A one day induction session is a requirement for all prospective VSWs prior to offer of appointment. Thereafter VSWs are expected to attend at least one half day update seminar in any twelvemonth period. Fees and expenses are paid for training sessions (See Annex B).

13. Administrative support. Reference books and stationery are provided. Procedures are designed for minimum requirement for secretarial support and VSWs are regarded as self-sufficient in this respect.

Chapter 3 The Requirements and Conditions for Interviews

The Reasons

1. The Trust Deed requires the Trust to provide relief to those "who are in need of assistance". To ensure the fair use of Trust resources there must be consistency in the measurement of this need.
2. It is the experience of the Trust to date and the assumption for the future that there are no fraudulent or frivolous claims for assistance, and that in every application the need is genuinely felt by the person concerned. However the applicant's assessment of level of need is subjective and hence the expectations of assistance can vary widely.
3. Some assistance in assessment of need is already available to the Trust through the offices of Social Workers and Medical Staff at Haemophilia Centres and Units, and occasionally elsewhere. However, to ask for further enquiry of these workers could intrude on their existing relationship with the applicant.
4. Whether represented by professional social workers or making application on their own account, the level of advocacy and the ability to present a clear picture of their needs varies considerably from person to person and from place to place. This is one of the major sources of difficulty in ensuring consistency of decisions made by the Trust.
5. The fact that the Trust is not a compensation fund is well publicised and most people registered with the Trust now recognise this. Even so some requests for help appear to be based more on a desire for compensation than on actual physical or financial need. Additionally it is recognised that there are areas where the dividing line is very difficult to judge.
6. The type of assistance requested may not always be a true indication of the real need. Response to repeated small requests may well not reach the root of the real problem. Also, applicants sometimes request a particular type of help without being aware that a better solution to their problem exists or that other (statutory) sources of help exist.
7. Absence of any request for assistance may not mean that no need exists. Although wishing to avoid any intrusion on the independence of individuals there are still occasions when the Trust wishes to take the initiative in this respect.

8. For these and other reasons the Trustees need to be able to apply a direct and consistent standard of assessment throughout the country. This is beyond the capacity of Trust's small permanent staff and hence a team of part-time assistants provides this capability. Locally based VSWs also bring a knowledge of local conditions.

The Occasions

9. It is not necessary to visit everyone registered with the Trust, or even everyone who makes an application for assistance. However there are circumstances which can indicate to staff or Trustees that a proper decision on a request for help would be difficult or even impossible without a more detailed assessment than is available from a written request. The most important of these are:

- a. Requests for very large sums of money
- b. Frequently repeated requests for financial assistance
- c. Requests involving clearance of debt
- d. When the assistance requested appears inconsistent with the problem presented.
- e. When the assistance requested is outside the scope or the ability of the Trust, but an alternative solution may be possible.
- and
- f. When the Trust has reason to feel concern that help may be needed even though not actually requested.

10. The Trustees also require a visiting assessment in the case of applications for assistance with housing or with employment projects but these visits will normally be carried out by permanent staff rather than VSWs.

The Criteria for Visits

11. No visit will be made or arranged without first obtaining the consent of the person to be visited.

12. The conditions which will call for a visiting assessment are a matter for the Trustees' discretion. In certain cases the Trust office may arrange a visit in order to obtain sufficient information to present to Trustees at the next allocations meeting. In other cases the decision to request a visit will be made by Trustees at the allocations meeting.

13. The grounds for requesting a visit are set out in Annex C. These may be varied from time to time in accordance with any change in the policy on allocations from the Fund.

Chapter 4. Procedures

a) Initial Action by Trust Officer

Contacts the applicant to suggest possibility of VSW assessment.

Outlines nature of request and/or defines purpose of interview, and lists specific areas to be covered.

Notifies the applicant's 'Key Worker' (centre/l.a. social worker, health visitor, or counsellor) where there is one involved.

Contacts VSW, confirms availability and agrees timescale.

Prepares visit papers and despatches to VSW. (Visit papers will not be marked with the applicant's name and address. This information will be sent under separate cover and cross referenced accordingly).

Receives telephone call from VSW to confirm safe arrival of papers and to discuss details.

Notifies the applicant that arrangements for visit have been completed and gives the name of the VSW who will be making contact.

b) Action by VSW

On receipt of visit papers calls Trust office to confirm receipt and to discuss details.

Arranges time of visit with the applicant.

Liaises as necessary with 'key worker'

Conducts visit in accordance with the brief provided. (See Annex D)

Telephones Trust office with verbal report and confirms no further action needed before completion of written report.

Compiles report and despatches to Trust Office. (Annex E)

c) Further Action by Trust Office

Assesses report and makes further queries to VSW if needed.

Considers recommendation to Trustees.

Contacts the applicant to let him know what happens next,
and when a decision is likely to be made.

Prepares final presentation for Trustees.

Following decision by Trustees, notifies VSW of outcome and
requests destruction or return of papers.

Chapter 5. Grant Making Policy

Introduction

In the two years of operation ending 31st March 1990 the Macfarlane Trust made payments totalling nearly three and a quarter million pounds. This involved expenditure of capital at an increasing rate.

The Trustees accepted this rate of expenditure as necessary to meet the needs expressed, and this policy has the support of HM Government.

The Government has on more than one occasion given an undertaking that it will be open to representation from the Trust for further funds, and the Trust is in consultation with the Department of Health on this point.

However, no figures or timescale have been placed on such further funding and it would not be realistic for the Trustees to assume that unlimited funds would be made available.

Trust grant-making policy is therefore based on meeting the immediate needs of people but at the same time taking account of the long-term task of the Trust and the element of uncertainty in both the demands made on the Trust and the resources available to meet those demands.

Meeting the Need

The guiding principle of all grants made by the Trustees is based on the objectives written into the Trust Deed which provide for the relief of those who are "in need of assistance".

To concentrate the resources of the Trust where the need is greatest the Trustees follow two main principles, which are applied individually and in reinforcement of each other:

a. To ensure that greatest emphasis is given to the types of expenditure which are likely to bring the greatest relief.

and b. To ensure that financial support is greatest where the financial need is greatest.

These principles take account of the 'special needs' which were recognised by the Government in making the original payment, and do not exclude any member of the community which is eligible for help from the Trust.

Types of Grant

The Trustees have authorised two types of payment as appropriate to meeting need. These are:

Regular

A regular payment is made to help deal with the extra costs of living with HIV and maintaining a pattern of life which will help to preserve health. The Trustees recognise many different sources of this extra cost, which vary considerably from one individual to another, and hence the regular payment is made without specifying each particular need, leaving the individual a freedom of choice.

While these extra costs bear on all individuals the ability to meet the costs varies considerably from one individual to another and the regular payments are therefore made on a graduated basis to take this into account.

Occasional

Occasional payments are made to meet expenditure on items of specific need. It is recognised that, whatever the level of income of the individual concerned, certain expenses either may not be met from normal resources or alternatively may put an undue strain on the resources of the family and hence increase the stress on the individual.

Needs vary considerably from one person to another and payments are made for a very wide range of purposes. The Trustees seek to give highest priority to those areas which are perceived to bring the greatest relief, and this perception is based on regular consultation between the Trust and those it seeks to serve.

The balance of expenditure committed to these two types of payment may be varied from time to time in response to changes in the demand or the resources available.

Levels of Payment

The level of any particular kind of payment is regularly reviewed, both in its own right and in the context of other payments being made.

The Trustees will seek to maintain all payments at the highest affordable level. However since resources will never be unlimited, the exercise of priorities may mean that on occasions the level of payment on any particular type of grant may have to be reduced in order to maintain the level of others.

All adjustments up or down will be within the overall principles set out above.

Chapter 6. Grant Allocations

1. All grants are made by the Trustees, who meet monthly for this purpose either as part of a full Trustees Meeting or in a special Allocations Session of two or three Trustees.

2. Provided that a request falls within the terms of the Trust Deed there is no absolute limit, either in kind or in cash terms, to the making of a grant. Hence, whilst working within the policy limits they have set themselves (as set out in Chapter 5), the Trustees will give consideration to any request for help.

3. Since many types of request for assistance are repeated regularly, and since the Trustees wish to be consistent in their response to similar requests, general policies have been evolved to meet many types of request. However, no "entitlement" may be recognised and no grants are automatic or subject to invariable limitations. The personal factor is considered in every case and may result in a variation of the general rule.

4. As experience has been gained with many kinds of request, the Trustees have increasingly delegated authority to the office staff to approve grants on their behalf. Limitations are placed on this delegation both in terms of the kind of grant and on the sum which may be approved. All requests which fall outside these limits, and any which the staff do not recommend, are submitted to the Trustees for consideration.

5. All single grants to meet specific requests therefore fall into one of two categories:

Guideline Grants. When agreement has been reached on the normal response to a particular type of request, the Trustees approve a guideline for delegation to the staff. This type of request can then be quickly dealt with, in many cases by return of post. A list of the types of grant for which guidelines have been approved is at Annex D.

Committee Grants. Where no guideline has been agreed, or the sum involved is outside the limits for staff to approve, each application will be carefully assessed and submitted to the Trustees for decision.

6. It will normally be a request for a grant in the second category which creates the need for a visiting assessment. Not every such request will require a visit and, as stated earlier, some visits may be required for other reasons.

Visiting Social Worker - Job Description

Introduction

The role of the Visiting Social Worker is to represent the Trust to persons in need of assistance and to provide to the Trustees an independent assessment of the needs, commitments and resources of the person visited and his/her family.

It is not intended that the VSW should undertake any continuing role as "case worker" to any individual or family, and in practise repeat visits are likely to be rare.

The primary purpose of visits by VSWs will be to assess any or all of the following

- a) The social/economic circumstances.
- b) The needs which arise from difficulties experienced in living with HIV/AIDS.
- c) The current request for financial assistance.

Task Elements

To achieve these aims, VSWs will be called on to perform the tasks listed below.

- 1 Identify needs (whether already defined or not) which could best be met by referral to another agency, particularly those with a statutory obligation to provide financial assistance, aids to daily living, adaptations to property, and housing.
- 2 Ensure that appropriate information on assistance available from the Trust is fully understood.
- 3 Offer advice on services, facilities, and opportunities available nationally and locally to members and their carers.
- 4 Identify all the financial benefits and allowances to which the person/family is entitled, and advise on action needed to claim any which are not being received.
- 5 Liaise with Centre or Local Authority social workers and Counsellors where necessary.
- 6 Compile written reports of visits using MFT Report Formats (see Annex D).

Emoluments

VSWs are not employees of the Macfarlane Trust, but are paid fees and expenses. You must therefore be responsible for your own arrangements for tax and for insurance (both personal and vehicle).

Only the basic fee and the travel time allowance are subject to income tax. The trust will provide the certification required by tax authorities.

Fees

- 1 First visit and full report £30.00.
- 2 Subsequent report (< 1 yr, or where an assessment of a specific request is required) £20.00.
- 3 Separate consultation with other authorities (if authorised by office) or attendance at group meeting £20.00.
- 4 Other duties by arrangement.
- 5 Travel time allowance 15p per mile (paid for journeys over 10 miles each way).

Expenses

- 6 Travelling expenses - NJC casual car user allowance. (As published in 'The Purple Book')
- 7 A subsistence allowance of £5 will be paid when the time required for a visit exceeds five hours.
- 8 Telephone and postal charges will be refunded. An itemised list will be required.
- 9 Stationery and essential publications will be provided.
- 10 Other necessary expenditure will be considered. Full details and receipts are required.

Notes

1. Claim forms for fees and expenses will be provided, with any necessary guidance for completion.
2. NJC Casual User Car Mileage Current Rates:

under 999cc	1000-1199cc	1200-1450cc	1451-1750cc
36.7p	44.9p	52.3p	58.6p

B2

Grounds for Arrangement of Visits

Certain applications for assistance by virtue of the type of request or the amount of money involved need further examination before submission to the Trustees for consideration. In these cases the Trust office will arrange a visit without delay.

In other cases a preliminary submission can be made to an Allocations meeting of the Trustees, where the office may recommend and/or the Trustees decide that a visit report should be made before any decision.

On this basis visits fall into two categories.

1. Visits initiated by the office before submission to Trustees. These will usually be made by VSWs.
2. Visits requested by Trustees, who will also indicate whether the visit is to be made by VSW or office staff.

The circumstances which indicate the need for a visiting assessment are listed below, with the category of visit shown. Starred items will always be conducted by a member of the office staff.

		Category
a. Requests for large sums for which no guideline has been approved by the Trustees.	i. Involving housing	1*
	ii. Over £5000	1
	iii. Involving assistance with business projects	1*
	iv. Other	2
b. Repeated requests	i. More than 5 in a year	1
	ii. Totalling over £5000	1
	iii. 'Compensation' borderline	2
c. Regular payments - letter inquiry incomplete		2
d. Debts		1
e. Requests for review of previous refusal		1
f. Requests questioning Trust policy		2*
g. Concern reported by office to Trustees on possible needs where no assistance has been requested.		2

VSW VISIT BRIEF

A written brief will be prepared by the office for the VSWs prior to any visit. It will cover the subject in four sections as follows:

1. Outline Personal Situation

- e.g. The applicant is a married man aged 42, presently unemployed. We understand that he has some difficulty walking (Haem) but have no real information on how the HIV is affecting his health. His wife works part time as a shop assistant and there are two school age children. They live in rented accommodation and their car is a motability lease vehicle.
- or The applicants are the parents of two boys aged X and X who are both registered with the Trust. The father is employed but his salary is not high and since they have a mortgage their disposable income is not lavish. There are two other children in the family. We believe that the younger of the boys is already in a poor state of health but have no knowledge of the health state of the elder.

2. Reasons Prompting the Visit

- e.g. In the last 2 years this family has had 15 grants from the Trust totalling over £6,000, and in addition are receiving regular payments. We need to try to discover whether the demand is entirely from genuine need or whether there is inadequate management of affairs which we may be able to sort out. Also to what extent the need is due to the extra demands of HIV.
- or The applicant had requested a grant for maintenance work and full redecoration of his house at a cost of nearly £3,000. The Trustees offered a contribution of £1000 based on considerations. The applicant has asked for the decision to be reviewed, pleading special factors..... An on site examination is needed.
- or We believe this lady is not getting the statutory benefits to which she is entitled, but have been unable to complete an effective discussion on the telephone. An unpressured sit-in conversation is needed to identify the full situation and give guidance for action on this front before seeing what needs remain for the Trust to assist with.

3. Particular Points to be covered.

X

X

X

X

4. Other information and/or cautionary notes.

e.g. The applicant had a brother, also registered with the Trust, who died in 1989, and has an uncle also registered.

or

There is a considerable amount of exchange of information in this locality on what each has 'claimed' from the Trust - perhaps an element of "me too" in this request.

VISIT REPORT

Visit Reports should be in the following format:

A. Main Report

The report should be a narrative, but covering all the following sections if relevant, (& in this order).

- a Nature of the help requested as defined by the applicant:
- b How does the help requested relate to daily living difficulties attributable to HIV symptoms:
- c How does the help requested relate to social/economic consequences of being HIV+:
- d Is the help requested available from other statutory agencies, and if so have they been approached?
- e Is the help requested the best solution to the problem presented?
- f Any additional or alternative help the Trust may be able to offer:
- g Additional information

B. Recommendation

This should not be quantified financially but be in general terms on whether the Trust should help either in cash terms and/or by other actions. It should also cover any actions or conditions that should be required of the applicant before help is given.

Please sign and date the Report.

C. Personal Data

If possible please complete/update the information on the proforma attached.

VISIT REPORT

I PERSONAL DETAILS FOR VERIFICATION

1 Applicant's full name

2 Date of birth 3 Age

4 Address

.....

..... Daytime tel no

5 Name of person applying
(if different from above)

6 Family details

Name	D of B	Living at home/away	Relationship to applicant
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.....

.....

.....

.....

.....

7 If the beneficiary is a child or single adult does he live with his family?

Please tick: Yes No Part-time

8 Centre attended (if more than one, record both but indicate which has prime responsibility)

.....

.....

9 Type of housing occupied by the applicant & family:

(Please tick where appropriate)

a Owner occupied b Housing Association

c Local Authority d Private rented

e Other

VISIT REPORT

II HEALTH

1. Problems due to Haemophilia

.....
.....
.....
.....

2. Problems due to HIV

.....
.....
.....
.....

3. Other health problems in the family

.....
.....
.....
.....

VISIT REPORT

III HOME CIRCUMSTANCES

1. Size and type (e.g. 3 bed semi/2 bed bungalow)
2. Condition (structure)
3. Condition (decoration)
4. Level of Comfort (Furnishings & Fixtures)
.....
5. General suitability for any disabilities. (access/garaging/car
standing etc)
.....
.....
6. If the applicant is an owner occupier and the request is
related to housing needs (other than re-housing) please
complete this section:
 - a Size of mortgage £
 - b Amount outstanding £
 - c Term (years)

Type: e Endowment
 f Repayment with mortgage protection
 g Repayment without mortgage protection
7. If visit is in connection with a request for adaptations
or maintenance costs - see special questionnaire attached.

VISIT REPORT

IV FINANCES

1 Employment

	Applicant/ father	Partner/ mother	Details of last/ current emp
a Type of employment
b Full-time
c Part-time
d U/e temp
e Retired
f Perm sick/ disabled
g Other

If the applicant is on a YTS scheme please give employment information (if available) for parents.

2 Resources/requirements

Earnings/benefits (other than disability benefits):

a Rent/mortgage £	b Water rates £
c Community charge £	d Fares £

3 Disability benefits (if more than one member of family eligible please indicate)

	Mob All	AA	ICA
		L H	
a Receiving
b App pending
c App unsuccessful
d Advised to apply