

C o n t e n t s

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This handbook provides information which we hope will help you successfully establish, develop and manage an Intergen cluster in your area. You will be supported throughout your time with Intergen by the Intergen Team.

This handbook is divided into 10 sections to make it easy to find what you are looking for. Each section is designed to answer a specific question either about Intergen, or recruiting and maintaining Intergeners (our volunteers), or finding the support and materials you need to do this.

Intergen

A brief history and what we do

Intergen was set up in 1999 in a single Local Authority. In 2009, after 10 years of research and development Intergen was established as a Community Interest Company to operate nationally. That means it is a not-for-profit NGO serving local communities and their local schools. Since then Intergen has grown year on year. By December 2012 Intergen was operating in five local authorities; 19 local schools: 5 secondary and 14 primary schools. These had a total of 9,053 pupils. In these schools there were 77 Intergeners working with approximately 1,000 pupils.

Intergen CIC is linked to the charity From Generation to Generation. Any surplus income Intergen generates beyond that needed to cover its running costs is covenanted to its linked charity, From Generation to Generation. This enables us to assist schools by making grants to help them pay fees to Intergen where there is need for this, and in other ways, support the development of Intergen nationally and locally as well as new Intergen related initiatives.

Intergen brings older and younger people together to share experiences in their local schools, to promote and create opportunities to:

- Enrich learning
- Raise aspirations
- Discover learning is fun
- Build stronger communities.

We are a learning organisation. We value ideas and comments from all our partners, which will help us grow and develop and strengthen us to achieve our goals.

The Intergen Model

Intergen works on a local community basis bringing older and younger people together through local schools. Local clusters of three schools (normally a secondary and two primaries) are established. The schools' needs are identified and a local Intergen Coordinator recruits volunteers (Intergeners) to work in the schools. All the Intergeners are retired and live locally to the schools.

The model Intergen uses is tried and tested and well researched. Its robustness and benefits can be shared amongst more schools, in different parts of the country, for the benefit of children's learning and that of older members of the local community.

Since our journey began in 1999 we have learnt a lot and achieved local success. Intergen CIC now aims to develop intergenerational relationships in communities throughout the UK. In your role as an Intergen Coordinator you can help bring us one step closer to realising our vision.

How is Intergen organised?

Intergen is a Community Interest Company and reports to Companies' House, and its own Board. It is a non-profit organisation.

At the heart of Intergen are the local partnerships it creates with schools, building through them what we call local Intergen clusters.

A cluster is usually a secondary and two feeder primary schools, though we have different versions of this model. The key elements of an Intergen cluster and Intergen itself are:

- the schools
- the link between the schools and older people living close to them
- being local.

Linking the schools, Intergen and the older people who volunteer at the schools are the Intergen coordinators. They also live locally and are appointed jointly by Intergen and the schools.

The Intergen coordinators contract with Intergen, are trained, supported and paid by them to recruit the Intergeners from amongst retired people living within one or two miles of the schools.

The clusters and the Intergen coordinators are all supported by the Board, the Chief Executive, and the Administrative Assistant. We all depend on each other to assist in the growing of these local clusters into strong

parts of the local community enriching the lives of many people in them in many different ways.

We all play equally important but different parts in doing this.

Welcome to Intergen!



The Board of Intergen CIC

The Board is made up of Directors, including the Chief Executive. It is responsible for setting strategic direction, financial management of the company and reviewing and supporting the work of the Chief Executive. All the Directors and the Chief Executive are unpaid and give their time freely.

Intergen Advisers

Intergen has advisers from different sectors. They provide advice and guidance to the company and meet once a year to discuss development and growth of Intergen.



Intergen's Office

Intergen has a head office in London at the Michael Young Foundation and a base in Manchester at the Young Advisors' Head Office

Intergen's Administration

Intergen's Administrative Assistant manages the London office and supports the Board, the Chief Executive and the coordinators.

- • The Administrative Assistant works at Head Office and is there to help you.
- They will provide you with all the stationery and marketing material you need.
- All expenses and invoices for work carried out and reports on this should be sent directly to the Administrative Assistant
- All information about events and their venues and timings should also be sent to you by the Administrative Assistant

The Chief Executive

- • The Chief Executive is there to help you in whatever way you need and is responsible for:
 - Recruiting schools to become Intergen partner schools
 - Managing the business aspects of school clusters (eg contract negotiation, recruitment of Intergen coordinators and chairing initial cluster business meetings, and written termly updates)
 - Strategic planning

- Corporate fundraising and Trust and grant revenue raising
- PR and increasing national awareness of Intergen
- Managing European projects which involve Intergen CIC
- HR and personnel
- Encourage the sharing of good ideas and practices across Intergen clusters
- Assist in problem solving at cluster level when needed

Intergen Coordinators

- All Intergen coordinators are contracted to provide services to the company as a self-employed contractor.
- They live or work in the local communities in which the Intergen schools are located.
- They recruit local volunteers (Intergeners) to work in the schools, raise awareness of Intergen locally, fundraise for Intergen locally and are usually the first Intergen contact for both their cluster schools and the local Intergeners.
- They meet as a group once a term to share ideas and solutions to problems and following their meeting, they meet with the Directors of Intergen.

- They also meet annually, along with the Directors, at the Intergen Away Day to reflect on achievements in the past year and help create ideas for the future.

In-school Intergen Coordinators

- Members of the school staff are appointed by the Head teacher to link with the Intergen coordinator and the teaching and support staff of their school
- They attend the once a term business meeting and help organise the once a term social gathering which each school in a cluster takes it in turn to host.

The Local Intergen Steering Group

- There is one Intergen steering group per cluster and consists of the Intergen coordinator and the in-school coordinators.
- The steering group meets for a business meeting three times a year, once in each term.
- During the autumn term business meeting the schools identify their particular needs to enable the Intergen coordinator to recruit suitable Intergeners to meet these. Dates are set for the termly social gatherings and the remaining two business meetings.

Intergeners

- The Intergen volunteers, the Intergeners, are recruited from within one or two miles of the schools in the Intergen cluster. They are retired people living locally with time, skills and knowledge they want to share with younger members of their community.
- They choose the school in the cluster in which they want to volunteer and the days of the week and times at which they wish to do this.
- All of them are CRB checked and are asked to provide the names of two referees from whom a character reference can be obtained.
- Each year they are presented with a certificate of appreciation for their work for Intergen at the end of year social gathering, which is held in one of the Intergen cluster of schools.
- Every year they are also invited to the National Intergeners' Away Day to share their ideas and thoughts about Intergen.

What are the benefits of Intergen?

- Intergen provides a valuable opportunity for older and younger people to meet and interact and exchange experiences for their mutual enrichment
- Older people are engaged in a fulfilling and appreciated role in their local community
- Children share quality time with older adults
- It is fun for both older and younger people
- When older and younger people meet outside the school they are much more likely to recognise each other as being from the same community
- Teachers are supported directly and indirectly, both outside and in the classroom from the help Intergen provides with both practical and administrative tasks
- Local steering group meetings give teachers and Heads of schools an additional opportunity to network and enhance links between local schools
- Intergen assists schools to engage with their local communities,

and to benefit from contact with local older people to improve the learning opportunities they provide for children in schools

- Engaging with their local communities becomes easier for schools and more likely to happen, as the time required making the links is removed. Intergen bridges the divide
- Older people's negative stereotypes of young people and those of older people held by pupils are challenged and changed

Thus everyone benefits from being together in the school setting.



○ What is the role of the Intergen Coordinator?

How do I get started?

○ When Intergen CIC begins to establish a new cluster we compile a list of the local intelligence we have gathered about clubs, places of worship and local councillors and other sources of information. Though you will have your own contacts and may know already some of the people and organisations we have listed we provide this to you to help you start your Intergeners recruitment process.

○ Your local library will be another valuable source of information about clubs and societies, as will your Local Authority.

To get you started, here are some tips about recruiting Intergeners

Potential volunteers can be made aware of Intergen by:

- ➔ Personal networks
- ➔ Word of mouth
- ➔ Speaking at local events
- ➔ Recruitment drives
- ➔ Speaking to local organisations
- ➔ Local newsletters and magazines
- ➔ Local social clubs
- ➔ Local newspapers
- ➔ Local Radio
- ➔ Posters
- ➔ Volunteer Bureaux
- ➔ Exhibitions
- ➔ Inviting potential volunteers to Intergen social/school events
- ➔ Via local religious organisations
- ➔ Or any other means that is suitable to your area

Through your role as an Intergen Coordinator, you actively represent Intergen, our aims, objectives and values, and in turn make a positive contribution to the intergenerational relationships in your local community.

How do I recruit Intergeners: a guide

The Intergen coordinator's primary role is to recruit older people from the local community with skills relevant for the schools and time to share them in school. You are responsible for:

- interviewing potential Intergeners
- taking up two references on them
- supporting them to complete the Criminal Record Bureau (CRB) form and submitting this for processing (further details below). All potential Intergeners must complete a CRB check – they are not allowed to volunteer in schools if this has not been done.

Where to find potential Intergeners?

Section 4 highlights possible places but often starting with family and friends is a good place to begin and then branching out into your networks and those of other people in your local communities. There are many ways to recruit Intergeners, and word of mouth is a good way to start. Ask your colleagues how they go about it. Try out new ideas.

I've found a potential Intergener – what now?

When someone expresses an interest in knowing more about Intergen they will contact you or sometimes but rarely, the Head Office. Any information received by Head Office about someone who is interested in belonging to your local Intergen cluster will be sent to you.

You need to set up an interview with the potential Intergener during which you will complete the necessary paperwork and administrative formalities (see box 1 for further details).

The Intergen coordinator must maintain records of potential Intergeners and the progress of their applications and send copies of the completed application forms to the Administrative Assistant at Intergen Head Office.

BOX 1

How to interview potential Intergeners

- Arrange to meet the potential Intergener in their home or at a mutually acceptable location. A great deal can be learnt by meeting the person in their own home. Different Coordinators have different styles – so find the right one for you. If you meet in the home of the potential Intergener please make sure that you have let someone know where you are going and the time of the meeting.
- The Intergen Application Form needs to be completed. It is advisable for you and the potential Intergener do this together, using the form as the focus for your conversation.
- It is important to discuss the person's history, interests and abilities. It is also the time to discuss which school the volunteer is interested in and offer guidance if no preference is shown. Frequency of visits can also be discussed and the possible need for transport.
 - Potential Intergeners can choose which of the Intergen schools they want to volunteer in and identify the days and times they are free to go to school and what kinds of things they might like to do or the talents they want to share with the schools.
 - Some people do not want to be attached to one school but like to work across two or all of them.
 - Some older volunteers do not want to work directly with the pupils and that is also acceptable. There are



lots of other roles in school that Intergeners can do that do not require spending time with pupils.

- During the interview you will assess whether the person is suitable and understands what being an Intergen Volunteer entails. If the person wishes to continue their application now they know more complete the CRB form with them.
 - To ensure that this can happen it is essential that prior to your meeting you tell the potential Intergen what documentation they will need to bring to their meeting with you, and why.
 - Some Coordinators prefer to complete the CRB form at a second visit; some leave it for the person who wants to be an Intergen to complete depending on circumstances.
- A standard letter requesting a reference is sent to the two referees, enclosing a stamped and addressed envelope and a 'Welcome' leaflet. Again, some Coordinators do this by email, referring to the website or sending a PDF of the leaflet.

After the interview, getting someone into school

○ When all of the references have been received and CRB certificate has been received by the Intergener from the Criminal Records Bureau, (making it clear they have no criminal record which would prevent them going into school), then it is your job to introduce the Intergeners to the school they have chosen to volunteer in.

You will liaise with the school to get an appointment for the Intergener to meet the in-school Intergen coordinator or other person the school has nominated. A start date is arranged between the school and the Intergener.

After you have made the introduction, the Intergener will liaise directly with the in-school Intergen coordinator or teacher to whom they have been assigned, to establish what they will be doing and when.

Before an Intergener goes to their school for the first time you must do the following:

-
- provide the Intergener with their own copy of the Intergeners Handbook and Welcome Pack
 - provide the Intergener with their own Intergen badge.
 - organise any transport that is necessary for the Intergener to get to and from their school(s) – see box 2

Both of these are obtainable from the Administrative Assistant at Intergen Head Office.

BOX 2

Organising transport for Intergeners

If transport is required, a taxi account should be set up with a reputable local firm and a regular booking made. The invoices for the taxi account should be sent directly to the Administrative Assistant at Intergen's Head Office.

It is important that half term and end of term dates are provided to the taxi firm so no taxi is sent during school holidays.

The Intergener should be informed of the taxi firm name and the timings for collection both to and from school. The Intergener must be provided with the taxi firm's telephone number in case the taxi needs to be cancelled at short notice.

What do I need to do once the Intergeners are in school?

A couple of weeks after the Intergener has started at their school you must contact both the Intergener and the schools to check that all is going well. If there are any problems contact Head Office if you need advice.

The school is responsible for the induction of the Intergener and making sure that they are aware of the health and safety requirements of the school and the person to contact about any matters relating to safeguarding children.

- The Intergen Coordinator is responsible for finding out what the Intergeners are doing in the schools. At the end of each term please send to the Intergen Administrative Assistant at Intergen's Head office, information about:
 - what the Intergeners are doing in school,
 - which year group the different Intergeners are working with
 - the frequency of their attendance at school

There's a problem with the CRB check – what do I do?

- If there is a problem about the CRB check please raise it with the Intergen Head Office and the in-school Intergen Coordinator.

Please note, some Intergeners may have concerns about this aspect of the process. It is a legal requirement for all people working or volunteering with children or vulnerable adults to have their background checked. Please reassure potential Intergeners that a criminal record does not preclude them from volunteering – only certain types of crimes would prevent someone being allowed to volunteer with schools for Intergen.

The social gatherings each term – your role

A social event for the Intergeners from all the schools in the cluster is organised each term. The Intergen coordinator is responsible for liaising with the in-school Intergen coordinator responsible for hosting the social gathering to agree timings. ○

Usually but not always, it is your job to send out the invitations to all the Intergeners in the Intergen cluster. Sometimes the schools want to do this.

The Intergen coordinator is responsible for arranging any transport needed to get Intergeners to these social gatherings.

Certificates of appreciation are issued to all Intergeners at the end of the school year at the last social event of the Intergen school year. Often a Head teacher, an Intergen Director or Intergen's Chief Executive attends these events to present the awards, which reflect the length of service of the Integener. It is your job to prepare these certificates ahead of the last social gathering (see CD enclosed). You must also send the certificates by post to any Intergeners who were unable to attend the social gathering to ensure they receive them. ○

The business meetings of the local steering group – your role

○ It is your job to ensure that the Business meeting between the in-school coordinators and the Intergen coordinator is held each term. Prior to each meeting you must ensure either you or another member of the steering group who has agreed to take on this responsibility sends out the agenda and minutes to all parties.

Copies of the template agenda and minutes for Intergen business meetings are available from the Administrative Assistant at Intergen head office and also on the CD provided. Please ensure that only these templates are used for these meetings.

○ After the first Business meeting of the year, early in the Autumn term, you need to send the Administrative Assistant the dates agreed for subsequent meetings and social gatherings by your cluster. These will be included in the National Calendar (see section 10 for further information). If for some reason the dates are not agreed please let the Administrative Assistant know this is the case and let them have the information as soon as it is agreed.



How do I keep my Intergeners happy and engaged?

Contact is key! At our first Annual National Intergeners' Day in October 2012, Intergeners highlighted that the Intergen coordinator was a key role for them. It reassured them that there was someone to turn to if there were any problems and someone who would check everything was alright at their school.

Intergen CIC recommends that within a month of their first visit to school you telephone the Intergeners you have recruited to check that all is going well, and that they have got the information for their handbook they need from the school. From this point on your Intergener will hopefully become settled into their role in their chosen school.

Contact them at the end of each term to find out if they intend to continue and check if they have any matters about their role they might want to talk to you about.

Social gatherings for all Intergeners

Remember that all the Intergeners you have recruited are invited to a social event organised by one of the schools in the cluster each term. Even though they might be shy you should encourage them to attend these events. They will get to meet new people and see that they are part of something bigger. Usually the schools not only put on tea or other refreshments but entertainment too, so it is a fun event. ○

The Intergeners may need help to get to this event so do not forget to organise their taxis for them. Remember to let them know you are doing this; they will need to know the time the taxi will collect them and also that a taxi will take them home after the event. Most of these events last an hour.

Social events do not have to be limited to the school social gatherings. If you want to organise other social events for the Intergeners in your cluster please do. Maybe some of the Intergeners would like to do this. Ask the Intergeners' if they would like to help with such gatherings or fund raising events.

- ➡ Remember! Transport is provided for all Intergen related events free of charge for the Intergeners. It is your responsibility to organise any transport that is needed to get people to these events and home again. ○

Quotes from the National Intergeners' Day, October 2012



"Intergen Coordinators set up relationships with schools. This established school requirements from volunteers – a big help."

"Support"

"I have done story telling before in schools but I like Intergen because their coordination is better"



"I feel it is good to be part of a team"

"Intergen introduce you to your school"

"It helps to be part of a recognised body and have a Coordinator to refer to"



How does my role fit with my colleagues?

Intergen Coordinators are self-employed independent contractors and they are a vital part of the Intergen Team. The Administrative Assistant and Chief Executive are here to support you. We recommend you liaise with us for advice and support or to think through any problems.

Always feel free to contact the Chief Executive or the Administrative Assistant in Head Office if you want to discuss an issue about your cluster. We are both there to help solve problems and move things forward with you.

If you have a problem getting Intergeners into one of your schools give us a call and we can help move things on with your school.

Remember too that your fellow Intergen Coordinators will have lots of good ideas, so do contact them to get advice, and help to sort out local matters. Find out what they have done and see what advice they can offer you. Intergen CIC has established a termly meeting for the Intergen Coordinators to enable them to get to know each other and swap advice and ideas as well as provide support to each other.



How can the Head Office help me?

Support and Training

Intergen CIC is committed to providing you with whatever support, training and professional development you need to best fulfil your role and so that you enjoy it to the full.

Early in the school year you will receive a national calendar of events (see section 10 for further details). This includes dates for training days, the National Intergeners' Day and the once a term get together of all Intergen cluster coordinators.

Intergen Template Documents and Marketing Materials

Intergen CIC has developed lots of document templates so you can work straight off one of these rather than having to make things from scratch. All you have to do is fill them in and print them off.

It also means that at every business meeting or social gathering people

will get to see the Intergen brand. To help promote Intergen both locally and nationally it is important that our brand (the company name, our logo, the tag line and the various fonts we use: Arial and Gill Sans) remains consistent so that over time Intergen will become well known.

Therefore please only use Intergen templates for any Intergen related documents you might need. If there is something you would like to use but cannot find a template for it please contact the Administrative Assistant at Head Office to discuss designing one which can be circulated to all Intergen Coordinators. Please do not design and use things locally which have not been signed off by Head Office.

Provided on the CD included with this handbook are the following templates for stationery, standard letters and invitations:

- Expenses claim form
- Honorarium claim form
- Request for reference letter template
- Social invite template
- Intergener handbook instructions
- Intergener application form
- Intergener certificate template
- Proformas:
- End of term report
- Year meeting dates
- Record of Intergeners
- Record of Intergeners contact
- Agenda
- Minutes

Intergen CIC will also provide you, as Intergen Coordinator, with:

- Your own Intergen business cards
- Your own Intergen badge
- Intergen Updates and Annual Reports
- Report of the National Intergeners' Day
- Compliment slips
- Headed stationery

To help you raise awareness of Intergen you are provided with the following marketing material:

- Vision leaflets
- Welcome leaflets
- Posters
- Annual Reports
- Intergeners' National Day Reports

Marketing materials will be sent to you at the beginning of each school term. However, if you need more please contact the Administrative Assistant at Head Office to request more. We recommend you get in contact when you have about 20 left to ensure your replacements reach you before you run out. To reduce costs these are always sent out second class postage.

Also, once you have notified us of a new Intergener who is ready to start in school we will send you handbooks and badges for them.



Key Contact Information

Head Office

18 Victoria Park Square, Bethnal Green, London, E2 9PF

Phone: 020 8981 5522

Mobile: 07985 356 772

Email: office@intergen.org.uk

Staff Email Addresses

Administrative Assistant:

Ben Bolt ben.bolt@intergen.org.uk

Chief Executive:

Norma Raynes norma.raynes@intergen.org.uk

www.intergen.org.uk

Intergen is a member of NCVO. There is a wealth of information on their website: www.ncvo-vol.org.uk

Phone: 020 7713 6161

Email: ncvo@ncvo-vol.org.uk



What is the National Intergen Calendar?

Every year Intergen CIC compiles a National Calendar so everyone involved in Intergen can see what is going on and when it is happening.

The calendar contains dates of the business meetings and social gatherings for each cluster, the bi-monthly meetings of the Board of Directors, the once-a-term coordinators and other national events.

It is the Intergen Coordinators' responsibility to let the Administrative Assistant know the dates agreed in their cluster within a week of their first business meeting at the start of each new school year. We can only issue the calendar when all the dates have been made available to us.

Copies of the National Calendar are produced each year and will be sent to you electronically. Please contact the Administrative Assistant at Intergen Head Office for this years' calendar.



Glossary of Terms

○ **Intergener** – A volunteer in the Intergen family of schools.

Welcome Leaflet – A6 leaflet describing how Intergen is organised and its benefits.

Vision Leaflet – A5 leaflet describing the aims and objectives of Intergen with quotations from Head Teachers and Intergeners.

In-school Intergen Coordinators – A member of the school staff who liaises with colleagues in school and the Intergen coordinator.

Intergen Coordinator – A self-employed person, contracted to Intergen to recruit Intergeners for the Intergen schools.

○ **Intergen Cluster** – A group of three or more schools in a local neighbourhood with whom Intergen works in partnership to enrich the life of the school and older people who live locally.

