



# Volunteer Handbook

**Kenward Trust**  
transforming lives, creating new futures





# Welcome and Thank You

**Thank you so much for your interest in volunteering for Kenward Trust. By donating your time and expertise you are helping us to continue transforming the lives of those affected by addiction, homelessness, and crime and helping those who fall through the net of other support networks.**

We rely heavily on the support of the local community for our services to continue, and we always have a range of diverse opportunities for individuals to take part in, so if you are interested in helping us in any way please do get in touch with our team!

We look forward to hearing from you.



**Penny Williams**  
*CEO of Kenward Trust*



## Meet our Volunteer Co-ordinator Team

**We could not continue providing the breadth of our services without the support of our fantastic volunteer team.**

We always have a variety of exciting roles available at Kenward, covering all aspects of our work. From youth work, helping our animal carers or supporting our clinical team there is bound to be a role that suits you.

This handbook provides you with a feel for us as a charity and the reason we are passionate about the work we do. If you are interested in finding out more or joining our team then get in touch with us by calling **01622 814187** or emailing **[emma.mcguinness@kenwardtrust.org.uk](mailto:emma.mcguinness@kenwardtrust.org.uk)**.

**We look forward to hearing from you.**

*Emma McGuinness*  
*HR Assistant*

*Jane Wenban*  
*HR Manager*



# Our Vision, Mission, Values & Ethos

## Our Vision:

Every individual suffering with addiction issues receives the support they need to transform their lives.

## Our Mission:

To support and empower all of our service users so they can transform their lives and create new futures.

## Our Values:

Kenward Trust's values are at the heart of everything we do.

### **Open-minded**

We are open to new ways of collaborative working and being flexible to meet the needs of the individuals who require our support.

### **Care**

Care is central to everything that we do. We are compassionate and supportive within our staff team as well as to our residents.

### **Empathy**

We listen. Every voice is heard and appreciated and all of our services are judgement-free.

### **Empowerment**

We empower all that access or run our services in order for them to reach their full potential.

### **Education**

Being informed and reducing stigma around addiction, homelessness and crime guides all aspects of our work.

## Our Christian Ethos:

Our Christian ethos underpins the way we help people in crisis. We aim to reach out to those who are on the margins of society and we believe that everyone deserves a second chance.

# Why our work is important

At Kenward Trust we provide a breadth of services, all with the same aim of helping support those with addiction issues to transform their lives and create new futures for themselves away from their addictions. Our work centres upon giving people the opportunity to change their lives and reach their full potential and with a success ratio of 73% our work is successful for the vast majority of those who access it.



**Treatment for alcohol-related illness or injuries is estimated to cost the NHS £3.5bn per year.**



**There were 1.3m hospital admissions related to alcohol in 2019 which equates to 3,600 admissions a day.**



**There were 4,393 deaths relating to drug poisoning in 2019.**

## “ Alan's Story

*Alan was 43 and had been suffering with alcohol dependency since he was 16 years old. His drinking had a huge impact on his education and he'd left school with no qualifications.*

*"I was told by my doctor that I would be lucky if I lived for another two years, as my drinking had caused me to have heart problems. I was in a real state and heavily dependent on alcohol. Then I went to detox and went straight from there to the Kenward Trust. Yes, it was tough at first, but then I realised that here was my chance of getting my life back together and I haven't looked back since."*

*"Today I am sober and happy and have got my family back due to the hard work and support Kenward staff have given me. They have always been there through my ups and downs, they are caring people and they make you feel as part of the family."*



# Our History

Kenward Trust was founded in 1968 by Ray and Violet Sinden, who had a strong Christian faith. The couple had five daughters and two sons, and they all worked hard together on their family farm near Sevenoaks.

Ray and Violet's eldest daughter, Olive, was friendly with a young Church Army Captain named Paul Deeming, who worked amongst the homeless people on the streets of London. Many of them had been sober for some weeks and wished to remain in recovery, but there was no place that would give them shelter once they left and the future was bleak, often leading back to the old habits.

Ray decided to take some of these men home for rehabilitation. He offered them a four-roomed flat over a garage block and they joined the family for meals, bible study, and leisure at the farmhouse.

The farm became overcrowded and the family decided to sell up the farm in order to purchase a much larger house, to help a greater number of people. A large country estate near Maidstone called "Kenward" was up for sale. In July 1968, Ray and Violet moved into Kenward House with five children and five men.

From those modest beginnings, the Trust today takes in around 200 residents each year, as well as reaching hundreds of young people through prevention initiatives and helping others with advice and support.





# What are we doing to help those affected by addiction?



At Kenward Trust we offer a wide variety of services all dedicated to providing vital support by those affected by addiction, homelessness and crime. Here is a breakdown of our services that our voluntary roles focus around:

## Residential Rehabilitation



Our residential rehabilitation helps those suffering from addiction with a programme of between 4 and 24 weeks dependent on the needs of the individual. Our service incorporates recovery focussed group work, individual counselling and key-working, art therapy, Therapeutic Gardens & Workshop sessions and education sessions.

Our service is client-focussed to help our residents begin their recovery.

## Resettlement



We have 6 Move On properties across Kent and East Sussex which provide longer-term supported housing for those who have begun their life in recovery but need a safe place to call home whilst learning to re-integrate back into society.

We also have Kenward Lodge which helps homeless individuals access community drug and alcohol services whilst gaining volunteering experience and receiving key working to help their general wellbeing.

## Day Treatment



Our Day Treatment provides flexible and confidential support for those who do not feel residential rehabilitation is appropriate for them. We offer counselling, recovery coaching, and a family, friends and loved ones support group, alongside our weekday day treatment sessions.

## Youth Services



Think Differently was launched in 2016 to provide educational sessions to young people across Kent about the risks associated with alcohol and drugs. We developed a learning resource and film to continue this education throughout the pandemic. Additionally our team offers community outreach services to local councils to reduce antisocial behaviour and offer interventions to young people who may be at risk of becoming involved with alcohol and drugs.

# Who are we helping?



## Steve's Story



“

When I found drugs, which was quite young (17/18), I mean not as young as I hear them now you know, but for me it was fairly young. It just took away that conscience. I didn't worry about what I had done, I didn't really give it much thought, it just enabled me to carry on and then as I found more powerful drugs, stronger drugs, the things I could do got worse. I mean I have thought about this a lot, I think something that stops pain, which is quite a strong emotion, is most likely going to stop all the rest. I would feel numb, I was numb so never really could express love, happiness... I was just boring. It got to the point where I would have been quite happy to have not woken up in the morning and I had never known that before. All of a sudden I am in the car and I am coming here (to Kenward Trust).

*Wait, are you sure I need that? It is ever such a long time, 3 months. I am sure I don't need that.*

I get here and of course I needed it, I needed longer really. The work started because the longer I stayed drink and drug free the more I began to understand how crazy my thought processes were. I realised that all I had ever done for most of my adult life was what I wanted to do, it was all about me and it is not very nice to live life like that is it? What can I get out of this?

I am blessed to still be here alive, to have my son in my life, my daughter, I've got my mum living with me, she's got dementia, I've got a load of people that work for me on the bar.

**Seek help, it's a good life, you know it all seems so frightening, it's like it's the fear of who am I? What am I going to be without that? What am I going to be without drink or drugs, you know you wait and see.**

”

# Meet our volunteers



“ *Being new to the social care sector I applied for a volunteering role at Kenward Trust to explore different roles within rehabilitation. This was something I wanted to explore due to my empathetic nature and having personal experience with someone close to me who dips in and out of recovery leading a chaotic life, I feel grateful to be able to support people who are engaging with the program. This has reinforced my belief that recovery can work.*

*Since working for Kenward Trust I have had the opportunity to get to know the residents as part of a group and individually, both have offered valuable learning for me.*

*I have managed to apply boundaries within the workplace encouraging the residents to feel comfortable when communicating with me, I feel thankful that they don't feel judged and that I am approachable. Spending time with them in their therapeutic workshops enables them to be creative whilst voicing many aspects of their journey. Due to the residents struggling with drugs and alcohol misuse, some have expressed how they suffer with mental health issues. It's been an incredible experience seeing new residents coming into the program with high levels of anxiety and watching them grow week by week, having conversations staying engaged and focused with good eye contact was the first change I noticed in them.*

*I have found my role at Kenward Trust very rewarding because I have played a part in their recovery, being a support for them to share their personal experiences.*



**- Lacey, Project Volunteer**





“ I am grateful for the chance to volunteer at Kenward Trust. It is a pleasure to be in such beautiful countryside. The staff are really friendly and help me to feel like part of the team. After being a stay-at-home mum for many years, it is a great opportunity to improve my confidence and it's very good to feel useful!

”

**- Alena, Therapeutic Gardens & Workshops Volunteer**



“ On retiring I was looking for something worthwhile to keep my brain active and help with physical fitness, whilst helping others less fortunate than me. I was also wanting something to keep me out of my wife's hair.

*Volunteering at Kenward gives me all this and the social interaction is a bonus.*

”

**- Phil, Kenward Place Volunteer**





*"I've been involved with 'The Kenward Trust' most of my life, becoming a Volunteer for them helps me escape, unwind and deal with the stress of work & everyday life, at the same time giving me satisfaction that I am using my life skills to help maintain and create a place of tranquillity & peace for the trust to continue its work amongst those that need the help of its dedicated staff."*

**-Sandra, Trustee and Volunteer Gardener**

*"I am pleased to be able to give some of my spare time to work as a volunteer at Kenward Place for the Kenward Trust. I know, from my own observations and from talking to some of the staff, that this is an organisation that successfully helps those in need with residential programmes, rehabilitation, and also in the wider community. I know that the time given by me, and the other volunteers, is greatly appreciated and that it all helps a worthy cause."*

*"For me, it also provides an opportunity to undertake physical work in the open air in beautiful surroundings, which takes me away from being sedentary and staring at a computer screen. I believe that the volunteer experience is mutually beneficial for the volunteers and the Kenward Trust."*

**- Henry, Alpaca Volunteer**





“

*I like to volunteer because I like to help people and volunteering is good for my health.*

”

**- Gerry, Kenward Place Volunteer**



“

*I am the youth and community project manager whose work has been supported by amazing people who have volunteered for Kenward. I tend to find that the people who volunteer have many reasons why they choose to volunteer for us. The experience I have had with volunteers is that they have so much passion to help people succeed or support the Trust where they can. Kenward has many roles to fit different life skills and different abilities. From talking to young people helping the adults on the site to caring for animals or helping to deliver activities, we hugely appreciate your support.*

”

**-John- Youth and Community Project Manager**



# What we make sure

1. You are always treated with respect and appreciated
2. You receive a clear and defined role when joining our team
3. You receive a thorough induction to your role and will receive any training needed
4. You have a voice. We will ask for your opinions whenever we can
5. You will be made aware of all of our policies so you know where you stand and how you can best perform your role
6. You feel supported by your line manager and fellow team members
7. Any concerns will be settled fairly and promptly
8. We operate in a way that aligns with equality, diversity, and our values
9. That we create a safe working environment
10. We celebrate your successes and let you know how your work is directly helping to transform the lives of those affected by addiction, homelessness and crime.





# What we need from you

1. To show enthusiasm for our work and our cause. Be our ambassador in the community as well as when you are taking part in your role
2. To engage with your role to the best of our ability
3. Treat our team with respect and work with them to fulfil your role including conducting your training fully
4. You will volunteer within the organisation's health and safety policies
5. You will respect the confidentiality of our services users and the organisation
6. You will let your line manager or the Volunteer Coordinator know any comments or concerns you may have
7. You will keep staff informed about any developments of your volunteer work



# Your volunteer journey

*Welcome!*

**Questions?**

Get in touch with our  
**Volunteer Co-ordinator**  
at 01622 814187



*Meet the team and confirm the role you would be interested in*



*Get familiar with our policies and handbook*



*Complete any necessary training for the role*



*You're ready!*



# What kind of roles do we have?



## Drivers

Drivers provide a huge level of support to our clinical team, taking our residents to local appointments such as to our local GP, dentist surgery or for hospital appointments.



## Therapeutic Gardens & Workshops Volunteers

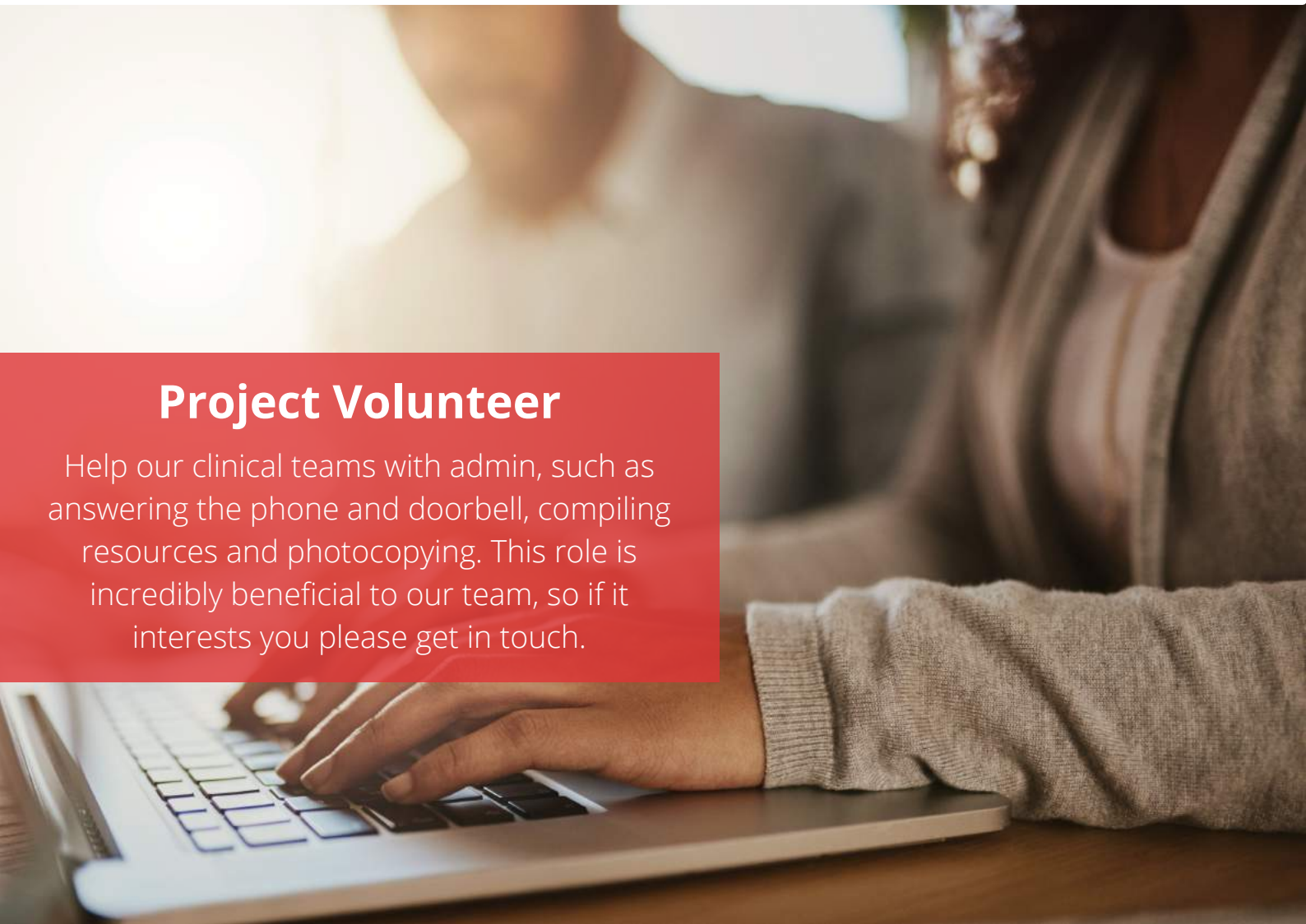
Support our team providing sessions to our residents, teaching them practical skills such as horticulture, arts and crafts and pottery. If you are creative and enjoy being outdoors this could be the perfect role for you!





## Animal Carers

Join our team for a varied role helping care for our alpacas, ducks, goats and chickens. This would involve assisting with our Alpaca Experiences for the public.



## Project Volunteer

Help our clinical teams with admin, such as answering the phone and doorbell, compiling resources and photocopying. This role is incredibly beneficial to our team, so if it interests you please get in touch.

# Who are we helping?



## Les's Story



“

My mother committed suicide when I was 18 months old because she had the disease of alcoholism, I didn't meet my mother. It's in my family, my uncle, my grandfather.

I was never comfortable as a child. I was very ungrateful, if I wanted something, when I got it I didn't like it, I wanted something else I was very restless. I always felt different, I was insecure, I didn't make friends easily. Then, I found alcohol to begin with. I left home when I was 13 because of the stuff that was going on in the family home and I stumbled across heroin, I didn't even know what it was, but I wanted some. I committed robberies to fund the drug habit, crime to fund it. Everything was done either under the influence, or to fund the drug habit.

This (Kenward Trust) is where... people were kind to me, caring, people showed me love. I didn't know what they were- I really didn't- and it really felt awkward to begin with, I didn't like it. But over the time my layers came away, my barriers came down and ... I walked a path to where I am today. Through that was the beginning of my journey. It was a very difficult, process but it is the best thing I've ever done.

People say any fear is unhealthy to an addict, but that is not how I see it. I think that's a healthy fear. I shudder when I think about a drink, it gives me a shudder, I hate it and heroin the same thing, I shudder because I know what will happen. I get emotional when I think about what Kenward's done for me. It gave me what I've got, my head is at peace today.

**Nobody should give up hope, you should always have hope never give up. There is a way out and you can see it with your own eyes, it's not something that somebody says to you, you can actually see it, the proof is there.**

”



Staring at  
my reflection  
through cracks  
in the mirror  
I'm no longer  
the man that  
I used to know

# Interested in joining the team?

Get in touch today:

✉ [hrteam@kenwardtrust.org.uk](mailto:hrteam@kenwardtrust.org.uk)

☎ 01622 814187

🌐 [kenwardtrust.org.uk](http://kenwardtrust.org.uk)





  
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