

Whetstone Good Neighbour Scheme

Guidance for call co-ordinators

The following details are meant to act as a guide not a compulsory script. As you get used to the system you will no doubt form your own approach but we do require that the paperwork is maintained for analysis and for our records. This is particularly important for insurance purposes so that we can produce evidence should any claim ever be made.

1.	Answer the phone with 'Good Neighbour Scheme – good morning/afternoon/etc.'
2	<p>Use the Call Coordinators Job Sheet to record details of the request, be it by phone or email (treat any other request as if by phone). Record:</p> <ul style="list-style-type: none">• Date of call/request• Time of call/request• If request received via phone or email• Client name and address• Client phone number(s) and/or email address details• Indicate if they have used WGNS service before• Indicate if Client record sheet has been completed, if new; or reviewed and/or updated, if used service before• Details of request. Make sure to record full details of what services they require or where they want to go, if any one will accompany them, any aids they will need to take and what assistance/support they will need (i.e. do they need to be accompanied to the appointment or whilst shopping etc.), time of appointment and expected duration of appointment. If hospital appointment, which department so that time can be allowed to get to correct area. If shopping, which shops etc.• Any preference for male or female volunteer if expressed. Suggest this not be asked for as it limits options for some jobs

3	<p>If not already done, then either complete or review, and as necessary, update the Client Record Sheet. Ensure as much information as possible is gathered using the reverse of the sheet to record any information not covered by the questions on the front or if more space is required. Remember that the client's circumstances will change so we need to keep aware of these.</p> <p>Remember to ask if there are any mobility problems e.g.</p> <ul style="list-style-type: none"> • Can they get in and out of a car unaided? • Do they have a wheelchair or other walking aid • If elderly clients have to attend one of the larger hospitals where parking is difficult, ask if they have a family member/friend to accompany them. If so the driver can drop them off and park safely. If they need someone to accompany them then ask one of our volunteers to go along as well as the driver as a chaperone. • Do you feel the task is within our remit? <ul style="list-style-type: none"> ○ Yes, go to 4 Request Type ○ No, go to 10a End Call WGNS unable to help
4	<p>Decide what type of request it is:</p> <ul style="list-style-type: none"> • If it is a Transport request, go to 5 Transport • If it is a DIY request, go to 6 DIY • If it is a gardening request, go to 7 Gardening • If it is a dog walking request, go to 8 Dog Walking • If it is befriending, shopping errand, letter. Form filling, cooking or domestic housework go to 9 Other Activities
5	<p><u>TRANSPORT</u></p> <ul style="list-style-type: none"> • Can the COMMBUS service help? COMMBUS is suitable for many users who only need transport rather than an Escorted Shopping Service. If not registered with COMMBUS we can help with this. • Is there a wheelchair involved? <ul style="list-style-type: none"> ○ If Yes, can the user walk and stand unaided? ○ If No go to 10a End Call WGNS unable to help, we are not trained or able to transfer people from/to a wheelchair in/out of the car, they must be able to complete this manoeuvre themselves • Is waiting involved? <ul style="list-style-type: none"> ○ If Yes, get as much information as possible • Go to 10b WGNS potentially able to help
6	<p><u>DIY</u></p> <p>We <u>do not</u> undertake anything involving work at height such as roof or guttering repairs or large jobs such as painting etc. We <u>do not</u> supply materials for the task these must be provided by the user at their cost</p> <ul style="list-style-type: none"> • Is the property rented? <ul style="list-style-type: none"> ○ If Yes, are there any rental restrictions that apply to the request? <ul style="list-style-type: none"> ▪ If restrictions apply can we proceed? <ul style="list-style-type: none"> • If No, go to 10a End Call WGNS unable to help ○ If No, go to 10b End call WGNS potentially able to help

7	<p><u>GARDENING</u></p> <p>We do not undertake anything involving work at height such as tree lopping or large jobs such as fencing or the like. We do not supply materials for the task these must be provided by the user at their cost</p> <ul style="list-style-type: none"> • Is the property rented? <ul style="list-style-type: none"> ○ If Yes, are there any rental restrictions that apply to the request? <ul style="list-style-type: none"> ▪ If restrictions apply can we proceed? <ul style="list-style-type: none"> • If No, go to 10a End Call WGNS unable to help ○ If No, go to 10b End call WGNS potentially able to help
8	<p><u>DOG WALKING</u></p> <p>The user must provide leads, collars, muzzles, pooh bags or any other equipment and provide salient details about their pet, e.g. good with other dogs etc. Dogs will not be let off the lead</p> <ul style="list-style-type: none"> • Is the dog Friendly with other people and/or dogs? <ul style="list-style-type: none"> ○ If No go to 10a End Call WGNS unable to help • Are there any restrictions? Muzzles etc. <ul style="list-style-type: none"> ○ If restrictions can we proceed? ○ If No, go to 10a End Call WGNS unable to help ○ If Yes, go to 10b End call WGNS potentially able to help • Is this a long term or short term need? If short term we can help for the short term until a permanent solution is available. Consider referral to the CPSS scheme run by Leicestershire Animal Aid.
9	<p><u>OTHER ACTIVITIES</u></p> <p>It's impossible to list every service WGNS can provide but if in some instances if you are not sure and feel it necessary you could check with another volunteer otherwise just use your own judgement</p> <ul style="list-style-type: none"> ○ We do not wish to undertake anything that may involve obtaining details of the financial records of the User ○ We do not supply materials for the task these must be provided by the User and at their cost
10a	<p><u>END CALL – WGNS unable to provide help</u></p> <p>For whatever reason we are unable to help but another organisation may be able to assist? This may be one of our preferred service routes.</p> <p>Can we refer the call on?</p> <ul style="list-style-type: none"> ○ If yes, provide caller with details of organisation, including name, contact number and, if known, hours of operation ○ If no, end call, (and log if appropriate in the Diary that we are not able to help this caller in the future-to discuss how and why) <p>In ending the call</p> <ul style="list-style-type: none"> ○ Thank the caller for contacting the scheme and apologise that on this occasion we were unable to help. ○ Ask them to call again when they have a further request. ○ Ask where they found out about the scheme from and keep a note of it. ○ Go to 10C Telephone Coordinator Record Sheet

10b	<p>END CALL – WGNS potentially able to help</p> <p>Where it looks that we can potentially help the caller then explain what will now happen.</p> <ul style="list-style-type: none"> ○ You will contact the volunteers and see if one is available to take on the request ○ You will then phone the caller back to confirm if we can help or not. <p>In ending the call</p> <ul style="list-style-type: none"> ○ Thank the caller for contacting the scheme and apologise that on this occasion we were unable to help. ○ Ask them to call again when they have a further request. ○ Ask where they found out about the scheme from and keep a note of it. ○ Go to 10C Telephone Coordinator Record Sheet
10c	<p>Complete the Client Contact Details and Task Details section of the Call Coordinator Record Sheet (Call Coordinators should start a new sheet each time they take over the phone):</p> <ul style="list-style-type: none"> ● The date of the call ● Name and phone number/email address of the caller ● Address of the caller ● The request. If for transport note the destination and duration of the appointment ● The day, date and time the transport/work is required ● Any mobility issues ● If unable to help then indicate any alternative suggested or reason for unable to help in the Confirmation details section <p>We can only offer support to Adults (18 and over). At no time is a volunteer allowed to be on their own with a minor (i.e. under 18 – not even whilst a parent goes into an appointment for example) our Insurance and DBS clearance does not allow us to.</p>
11	<p>Look through the Volunteers Matrix and ring someone who has volunteered to help in that category on the day required. You may have to ring several people, try and share the load over all volunteers.</p> <ol style="list-style-type: none"> 1. You can use the schemes mobile to ring the volunteers but if you have free phone calls on your home/mobile phone it will save WGNS money 2. If you get no reply don't leave a message as the volunteer may be on holiday and you need to fulfil the request quickly if we are to create and maintain our credibility

12	<p>When you have found a volunteer to do the work and you have provided them with all the details to complete their copy of the Volunteer Job Sheet Confirmation and Receipt, including the Job Number, phone the person who has requested the work and tell them</p> <ul style="list-style-type: none"> • The name of the person who will do it • The pickup time if it's transport • The cost if it's transport, and who to pay (the driver and prior to the journey commencing) • If the requester offers to pay more, tell them they can make a donation by putting it in a donation envelope which all volunteers will be supplied with.
13	<p>Then fill in the volunteer's name on the Coordinators Record Sheet and record the job in the diary.</p>
14	<p>In addition, for elderly clients who might be forgetful, fill in a Confirmation of Booking form which is in the book and deliver to the client's letterbox</p>
15	<p>If you are unable to find a volunteer to help, ring the caller back, apologise that on this occasion WGNS is unable to help but to please contact us again in the future.</p>

N.B. you don't have to stop your ordinary life during your period on the phone. If you have to go out you can take the phone with you, just take paper and pencil to jot down the essentials, or you can leave it at home for short absences, and check the calls missed as soon as you get home, the number will be displayed and you can ring the caller back. The Phone has a pre-recorded message which apologises for not being able to take the call at that time and that we will get back to them if they leave a message and number.

If you have any doubts about the nature of the work that is requested, please ring one of the management group to discuss.