



# **Whetstone Good Neighbour Scheme**

## **Volunteer Induction and Information Pack**

# Whetstone Good Neighbour Scheme

## Volunteer Information

Dear Volunteer

Thank you very much for volunteering for the Whetstone Good Neighbour Scheme (WGNS). The Management Group is confident that by pulling together we will be able to make a real difference to the quality of life and neighbourliness in our village.

We are pleased to supply you with this Volunteer Induction and Information pack. Please read it carefully and then keep it for future reference.

In addition, you will be issued with some forms and other documents, some of which you will need to return, duly completed, to the Management Group via your Volunteer Co-ordinator.

Additional forms and documents:

Volunteer Driver Registration \*

Volunteer Job Confirmation and Receipt \*

Whetstone Good Neighbour Scheme Constitution

Safeguarding Policy

Zone Map and Charges

(\* ) Completed version to be returned

If you have any questions, please contact the Telephone Co-ordinator on 07939 685537, who will pass your query onto the appropriate member of the management team.

## **Whetstone Good Neighbour Scheme Volunteer Guide**

### **Job Sheets**

Every volunteer will be emailed the Job Sheet to enable them to print off and keep a supply handy.

When a User contacts the Telephone Co-ordinator, that person will complete a Job Sheet and advise the User they will ring back shortly once a volunteer has been identified to arrange final details. When this has happened the Telephone Co-ordinator will place the completed Job Sheet into a ring binder and will note in the diary details of the request, who is completing etc. on the date required.

The volunteer undertaking the task will also complete their own Job Sheet to enable them to have details of the User, address and task involved etc. The volunteer undertaking the task will then obtain a signature from the User upon completion and fill out the receipt section of the form, if necessary.

This will happen for each task undertaken and then at each meeting the volunteer Job Sheet will be handed in and retained with the Telephone Co-ordinator's Job Sheet in the ring binder.

### **Unavailability due to Holidays etc.**

If you are going to be unavailable for volunteering for a period of time such as holidays etc. please inform the Telephone Co-ordinator who can note your unavailability in the Diary. This will help avoid the Telephone Co-ordinator making unnecessary phone calls or delays in responding to a user.

Please contact the Telephone Co-ordinator if there are changes to your availability or if you wish to withdraw from being a volunteer.

### **Confidentiality**

Confidentiality means that no information regarding a client shall be discussed or revealed to any person or organisation outside of WGNS without the clients expressed consent to disclosure of information.

Volunteers may feel that they need to break confidentiality if they believe there is a real risk of serious harm, or danger, to either the client or another person. The volunteer should raise the matter immediately with the Safeguarding Lead and explain his/her concerns. Responsibility for notifying the appropriate contacts will rest with the Safeguarding Lead not with the volunteer.

### **Safeguarding**

WGNS has appointed a Safeguarding Lead who has the training and knowledge of how to deal with such situations that may arise: please see the following section for more information.

## Safeguarding Information

### *'If you see something, say something'*

#### What is abuse?

"Abuse is a violation of an individual's human and civil rights by any other person or persons."

It may consist of a single act or repeated acts.

Abuse can be:

- Physical
- Psychological
- Sexual
- Financial or material
- Neglect and acts of omission
- Discriminatory
- Self-neglect
- Domestic abuse
- Organisational

Anyone can become a victim of abuse, but some people are at a greater risk. For example, people with:

- Learning, physical or sensory disabilities
- Mental health issues
- Dementia
- Frailty due to their age
- Drug or alcohol problems

#### *Abuse can be carried out by anyone, anywhere*

If at any time volunteers have concerns either for themselves or for Users, they have a duty to report them to the Safeguarding Lead.

For more detailed information and guidance on recording and/or reporting abuse please refer to the Safeguarding Information booklet.

## Volunteer Information Sheet

### Working with People and Home Visits

Please make sure you know all the details about the task being requested of you before you accept the job. The Telephone Co-ordinator will go through this with you in order for you to complete your Job Sheet. Be sure you know what will be expected of you by the client. Make sure you have noted the clients address and phone number.

- When home visiting always show your identity card.
- Explain clearly who you are and why you have come – the Telephone Co-ordinator will have told the client who to expect and when.
- We can only supply services to Adults. Neither our DBS nor Insurance covers us for under 18's. This is now RCC policy with GNS schemes. This means that at no time can a volunteer be alone with a minor.
- Volunteers must not make their own arrangements with clients as part of the WGNS system. Clients must go through the call process. If they don't neither the volunteer nor the client are covered under our insurance.
- The Telephone Co-ordinator should always know where you are, so if you have a mobile phone take it with you and ensure it is switched on.
- Always request that the client makes future requests via the scheme's mobile phone number.
- Never give your personal phone number, address or email address to clients. Unless a request has gone through the proper channels neither the client nor you will be covered under the scheme's insurance.
- In the event of any inappropriate behaviour (comments or physical contact), make a written note of the event and circumstances as soon as possible and sign and date this. It provides an evidential of the event. Be sure to report any incidents to the Telephone Co-ordinator and/or Safeguarding Lead.
- Unless you feel comfortable avoid being alone in the house with a client. Leave if you feel unsafe. If you feel uncomfortable, ask not to be sent there again and report it if you feel that it may be a problem for other volunteers. This will enable the Management Team to make a decision around the provision of further services to the client.
- If you are concerned about a client always tell your Telephone Co-ordinator and/or the Safeguarding Representative.
- If a client has a fall while you are there and is unable to get up by his/her self, **do not attempt to lift or move them**. Make the client as comfortable as possible and call 999. Paramedics are trained to check for injuries and to lift people correctly.

## **Volunteer Information Sheet**

### **Driving and giving lifts**

If you are volunteering to be on the list of drivers for WGNS (usually one of the most requested tasks) please make sure that your car is in a roadworthy condition and that it is correctly taxed and insured, with a current MOT certificate if the car is more than three years old.

Volunteering should not increase your car insurance premium, but you must tell your insurance company. This was expressly agreed by members of the Association of British Insurers in 1984.

- Make sure you are clear about where you are taking the client and plan your journey in advance.
- Ensure you know the cost of the journey, via the Telephone Co-ordinator (if outside of the parish), collect the money before the journey and provide a receipt to the client.
- Make sure you know if the client is expecting to take a companion and if so who.
- Make sure you know if you will be required to transport and assist with a wheelchair.
- Make sure you know if the client is a Blue Badge holder and if so, that they have it with them and it is current.
- Make sure that you and your passenger are wearing seat belts.
- Make sure that you park in a designated parking space or zone and pay a parking fee if required. This should be recovered from the client.
- Before taking the task you should agree with your Telephone Co-ordinator whether or not you will be required to wait during the clients' appointment.
- Make sure that you have plenty of fuel before starting a journey.
- Carryout regular checks on tyres, lights, seat belts, windscreen wipers, engine oil and coolant levels. Your vehicles brakes and steering should be regularly checked by a professional mechanic.
- Take your mobile phone with you if you have one.
- Be sure to notify the co-ordinator when you have completed the journey.

## **Volunteer Information Sheet**

### **Donations and Collecting Money**

If you are providing a lift outside of the parish, please confirm with the Telephone Co-ordinator the cost of the journey before making the journey.

- Collect the money from the client before the journey begins.
- Provide a receipt to the client, keeping your copy.
- If the client wishes to make a donation please make this clear using the envelopes provided.
- Place the money in the special envelopes and return to the Telephone Co-ordinator, once you have completed the job, or at a suitable time by arrangement.

## **Volunteer Information Sheet**

### **Working outside and doing Odd Jobs**

Please make sure you are familiar with and know how to operate any equipment or machinery correctly before using it. Do not use any equipment that appears to be dangerous and report it to the Telephone Co-ordinator.

- Make sure you wear appropriate clothing such as safety goggles, boots and gloves.
- Be very careful when lifting. Only lift items that you can easily manage. Use a wheelbarrow or trolley if available. If in doubt, do not attempt to lift and seek assistance.
- Be very careful when using ladders or steps. Make sure you know how to put a ladder up correctly and place the ladder/steps so they will not slip.
- Be very careful when handling solvents, bleaches or cleaning fluids. Wear protective gloves and wash your hands afterwards.

Beware of accidents!

- If you have accident in the course of volunteering, you must inform your Telephone Co-ordinator by phone initially and in writing as soon as possible. This written part will be fulfilled by including the details in the notes section of the Job sheet.
- If you are injured or feel unwell see your doctor. He or she will be able to provide an independent record of any injury.
- Providing the injury was not caused through your own negligence you may be able to make a claim through the scheme's insurance policy, providing the guidelines have been followed.
- If the accident is serious and you are not happy with the response from the scheme you can contact the Health and Safety Executive whose Helpline number is [0541 545 500].

Name: .....

Address: .....

Date: .....

To: (Insurance Company) .....

Re: (Policy Number) .....

Dear Sir/Madam

I intend to undertake voluntary work and from time to time, I will use my vehicle to carry passengers, or to carry out other duties, as requested. I will receive a mileage allowance for these journeys to cover running costs of my vehicle in accordance with Section 1(4) of the public Passenger Vehicle Act 1981, which exempts me from Passenger Service Vehicle and Hackney Carriage / Private Hire Car licensing laws. Such expenses will be claimed strictly on a no-profit basis.

I shall be grateful if you would confirm that my existing policy covers me for such volunteer driving – please use the “tear off” strip below. Please also confirm that my Insurance Policy contains a clause indemnifying the agencies with which I volunteer against any third party claims arising out of the use of my vehicle for such voluntary work

Yours faithfully

Policy Holder

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From: (Insurance Company) .....

Re: (Policy Number) .....

Policy Holder / Driver .....

This is to confirm that your insurance policy covers voluntary driving (for which a mileage allowance may be received. This also confirms that the above policy contains a clause indemnifying the agencies with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work)



Issued by ..... Date: .....

**Whetstone Good Neighbour Scheme**



### Volunteer Driver Registration Form

Driver's Name: .....

Driver's .....

Address: .....

Driving Licence Details:

Expiry Date: ..... Endorsements: ..... Yes / No

If Yes, please give details: .....

.....

.....

Car Registration ..... Make/Model/Colour: .....

No: .....

Car Insurance Details:

Insurance

Company: .....

Policy Number: ..... Renewal Date: .....

Car's MOT Test: (if applicable)

Expiry Date .....

Please complete a Registration Form for each vehicle you may use

### Volunteer Drivers Declaration

I wish to offer my services as a volunteer driver. I have been informed of the procedures and I understand fully what I may be asked to do.

I confirm that I hold a valid driving licence and motor insurance. I have advised my insurance company of my intention to drive on a voluntary basis

Should either my licence or insurance lapse or my licence be endorsed, I will inform the management group.

My car is taxed and has a current MOT (if required) and it will be kept in a safe and roadworthy condition. I will at all times comply with relevant legislation governing the use of motor vehicles. I undertake to inform the management group of any material changes to my health or any other circumstances affecting my ability to carry out voluntary driving work. I will inform WGNS if I change my car.

Signed: ..... Date: .....

Print Name:

Please return the completed form to: (Volunteer Co-ordinator)

# Whetstone Good Neighbour Scheme Volunteer Job Sheet Confirmation and Receipt



Date of Job:		Time of Job:		Job No.:	
Client Name:					
Address:					
Phone No's:					
Used before:	YES / NO				
Description of Work required:					
Access needs:					
Do they own a dog or is there anything we need to be aware of when visiting:					
Charge quoted:		Payment Rec'd:			
		Reconceived by:			
Job initiated by:		Date:			
Job assigned to:		Date:			

## Work completed satisfactorily

Service Users Name	
Signed	
Feedback on service (continue overleaf if necessary)	

## Cash Receipt

(Payment is only due for travel and parking when transport is outside of Whetstone)

Date:		Job No.:	
Amount Received:		Volunteers signature:	
Received with thanks			