



Good Neighbours Scheme

Volunteer Induction Booklet

Dear Volunteer,

Thank you very much for offering to volunteer for the Sapcote Good Neighbours Scheme. The Steering Group is confident that by pulling together we will be able to make a real difference to the quality of life and neighbourliness of our village.

We are pleased to supply you with this Volunteer Induction booklet.

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 organising committee.

Additional forms and documents:

Job Sheet*

Volunteer Driver Registration*

Sapcote Good Neighbour Scheme Constitution

Safeguarding Policy Statement

Zone map & charges

Map of Sapcote village

* completed version to be returned

If you have any questions, please contact the Telephone Co-ordinator who will pass your query onto the appropriate member of the organising committee.

Telephone number: 07563 197043

Why Volunteer?

Volunteering is a highly rewarding activity because it:

- Benefits the individual volunteer
- Benefits the User
- Benefits the wider society as public culture becomes increasingly socially responsible and caring

As a volunteer you may often need to go unaccompanied into a User's house or to take them in your car. These guidelines have been prepared to help encourage safe and enjoyable volunteering, but they are no means intended to be a comprehensive list of do's and don'ts.

Once you have read through the guidelines you should keep them for future reference. If you experience any problems as a volunteer you should contact the Telephone Co-ordinator on 07563 197043.

Remember, it is very unlikely that you will encounter any serious problems whilst volunteering, but it is common sense to be alert to any potential risks or hazards that could cause harm.

Volunteer Guidelines

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 their completed Job Sheet into a ring binder folder 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 Sheets will be handed in and retained with the Telephone Co-ordinator's Job Sheets in the ring binder folder.

Holidays

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.

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 Telephone Co-ordinator will go through this with you in order for you complete your Job Sheet.

When home visiting, always show your identity badge. Explain clearly who you are and why you have come - the Telephone Co-ordinator will have told the User who to expect.

The Telephone Co-ordinator should always know where you are, so whenever possible take your own mobile with you and ensure that it is switched on.

All requests from the User should be made via the Telephone Co-ordinator so as they can be correctly logged. Do not make individual agreements with Users as it is not wise to give out details of your personal telephone number or address.

Report any untoward incidents to the Safeguarding Representative. See later section on Safeguarding.

If you are concerned about a User, always inform the Telephone Co-ordinator or the Safeguarding Representative. If a User has a fall while you are there and is unable to get up himself/herself, do not attempt to lift or move them. Make them as comfortable as possible and call 999 and follow any instructions given. Paramedics are trained to check for injuries and to lift people correctly. Report any incidents to the Telephone Co-ordinator as soon as possible.

Driving and Giving Lifts

If you are volunteering to be on the list of drivers for Sapcote Good Neighbours (usually one of the most requested tasks) please ensure that your car is in a roadworthy condition and that it is correctly taxed and insured, with a current MOT certificate, if applicable. A drivers registration form must be completed and submitted annually by volunteers undertaking driving roles. Volunteer driving should not increase your car insurance premium but you must inform your insurance company that you will be undertaking volunteer driving.

Plan your journey in advance. Make sure you and your passenger are wearing seat belts.

- Make sure you park in a designated parking space or zone and the appropriate parking fee is paid, if required. Parking fees are payable by the User and your car usage costs will have already been agreed in advance by the Telephone Co-ordinator and yourself prior to making the booking. The Telephone Co-ordinator will inform the User of the task cost and that they are responsible for any parking fees incurred.
- Remember to ensure that you have plenty of fuel before starting a journey.
- Carry out regular checks on tyres, lights, seat belts, windscreen wipers, engine oil and coolant levels.
- Take your mobile phone with you switched on but obviously do not attempt to use it whilst you are driving unless hands free equipment is installed.
- Before accepting the task, you should agree with the Telephone Co-ordinator whether or not you will be required to wait for the duration of the User's appointment.

Working Outside and Doing Odd Jobs

- Please make sure you are familiar with and know how to operate any equipment or machinery correctly. Do not use any equipment that appears to be dangerous.
- Make sure you wear appropriate clothing such as safety goggles, boots and gloves.
- Be very careful when lifting. Only lift or carry items that you can comfortably manage. Use a wheelbarrow or trolley if available. If in doubt, do not attempt to lift but call for assistance.
- Be especially careful when using ladders. Make sure you know how to put a ladder up correctly and place a ladder so that it cannot 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 an accident in the course of volunteering, you must enter full details in the notes section of your Job Sheet and inform the Telephone Co-ordinator by phone, and subsequently in writing, as soon as possible. If you are injured and/or unwell, see your Doctor. They will be able to provide an independent record of any injury.

A photocopy of the Job Sheet will be retained separately by Sapcote Good Neighbours Scheme for any future use.

DBS (Disclosure and Barring Service) Checks (formerly CRB checks)

All volunteers of Sapcote Good Neighbours Scheme are required to undertake an enhanced DBS check in order to comply with both the insurance requirements and good practice.

Enhanced DBS checks are for roles that involve contact with vulnerable groups, including children. These regulated activities include unsupervised activities with children, e.g. looking after children in a hospital waiting room or the like, whilst the parent is attending an appointment. Regulated activity with regards to adults includes such tasks as assistance with a person's shopping and conveying people to and from places where they receive healthcare because of their age, illness or disability.

Confidentiality

Confidentiality means that no information regarding a User shall be discussed or revealed to any person or organisation outside Sapcote Good Neighbours Scheme, without the User's express 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 User or another person. The volunteer should raise the matter immediately with the Safeguarding Representative and explain his/her concerns. The Safeguarding Representative can be contacted via the telephone coordinator on 07563 197043.

Risk Assessments

When a User contacts the Telephone Co-ordinator, they will complete a Job Sheet and ring the User back, once a volunteer has been identified, to arrange final details. If it is identified that there are particular vulnerabilities these should be recorded on the Job Sheet and the volunteer undertaking the task should be made aware.

Safeguarding

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

Abuse can be physical, psychological, sexual, financial or material and may be caused deliberately or by neglect, omission or discrimination.

Sapcote Good Neighbours Scheme has appointed a Safeguarding Lead to advise on steps that should be taken if any such abuse is witnessed or suspected. The Safeguarding Lead can be contacted via the Telephone Co-ordinator on 07563 197043.