

Blunham Good Neighbour Scheme

**Contact Telephone Number
07480 999 601**

Volunteer Welcome Pack

March 2023

Dear Volunteer,

Welcome and thank you for deciding to join us. Please read through your Welcome Pack and associated documentation carefully and keep it in a safe place.

Please return the relevant documents (**marked * below**) to your Steering Group contact who will organise a passport sized photo for your ID card.

Your pack should contain:

- **Volunteer Declaration Form ***
- **Volunteer Driver Registration & Declaration Form***
- **Volunteer Guidelines**
 - **General**
 - **Home visits**
 - **Working outside**
 - **Driving**
 - **Safeguarding of vulnerable adults**
 - **Data protection and GDPR**
 - **E-communications**
 - **Reimbursement**
- **Volunteer Driver Car Insurance Form**
(please send to your Insurer)

If you have any questions, please do not hesitate to contact:

Mark Brazier, Secretary BGNS bgns.secretary@blunham.com

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Thank you

Blunham Good Neighbour Scheme

Volunteer Guidelines

It is unlikely that you will encounter any serious problem while volunteering. However, it is sensible to be alert to any potential risks or issues that could cause harm or make volunteering a less enjoyable experience.

Your Steering Group has carried out a risk assessment based on typical activities and scenarios that might occur in your volunteering, and has identified common-sense steps to reduce their likelihood. You can request a copy of this document, from which the following guidelines stem.

Your Steering Group is here to support you so please get in touch if you have any concerns or suggestions for improvement.

General volunteer guidelines

- **We ask volunteers to maintain confidentiality** – do not discuss your client with anyone except the phone-holder or members of the Steering Group. Do not discuss with the client any information about other clients or volunteers.
- Your volunteering is flexible: you decide what you do and when. What matters is to be reliable. Please tell the phone holder (and the client if appropriate) if you become delayed or are unable to carry out any previously agreed jobs.
- When you accept a task, make sure you have all the details about the client and the task from the phone holder - you need to be clear what will be expected of you by the client and confident that you are able to do this. **Please read the appropriate Risk Assessments.**
- Do not accept a task if you are feeling unwell and tell the phone-holder if you suspect there are any reasons why you might not be able to carry out a regular task as safely as you usually do.
- If you are carrying out a task, the phone holder should always know where you are and be able to contact you. Please take your mobile phone with you and ensure it is fully charged.
- The phone holder should always know where you are if you are out on a job; if the destination of the job or any other circumstances change, ring in and tell the phone holder at once.
- Take your identity card and show it when visiting the client, until such time as they tell you that you do not need to do so.
- Acceptance as a volunteer will be conditional on passing a DBS check

- Don't give out your address or telephone number to clients, however well you get on with them. Always request that clients access the service appropriately through the scheme mobile number.
- You are only expected to carry out the job which you have agreed via the phone holder to undertake:
 - If the client thinks of additional job requests s/he would like done while you are there, you do not have to do these. Feel free to refuse politely and ask the client to contact the phone holder to book a future convenient time for a volunteer to undertake these.
 - If you are willing to undertake these additional jobs yourself on a future occasion, you may agree details and time directly with the client to save them making a second phone call but it is important – and a requirement of the group's insurance policy - to let the phone-holder know that you have done this and to pass on full details of the job/s you have agreed to do.
- Do not accept inappropriate behaviour - such as inappropriate comments or verbal abuse or physical contact. Report any incidents to your phone-holder and/or a member of the Steering Group. As a Volunteer you will decide whether the incident needs to be reported to the police. BGNS will decline all future requests from Clients who have been physically or verbally abusive.
- We recommend that you do not accept personal gifts from a client. If a client wants to make a donation to the care scheme keep a record of the amount. Inform the call handler with the donation amount and record in your duplicate book. At the end of the month transfer the balance of Donations less expenses to the BGNS bank account.
- If you are concerned about a client's wellbeing or health, inform the phone-holder or a member of the Steering Group. It may be that the client has a level of need where professional expertise and resources are more appropriate, and their next of kin may need to be informed.
- Volunteers will not be expected to lift or support ill or infirm Clients, undertake tasks where there is a threat of injury from their pets or be expected to prepare food. Please report any incidents involving a clients pet to the phone holder or a member of the Steering Group
- If a client has a fall and is unable to get up by themselves, ***do not attempt to lift or move them:***
 - Make them as comfortable as possible and phone 999;
 - Explain what has happened to the operator;
 - The paramedics are trained to check for injuries and to lift people correctly; Remember, you will not be insured if you injure yourself or the person while trying to move or lift them;
 - Reassure the client and keep them informed at all times of your actions.
 - Contact your Steering Group so that they can get in touch with the client's next of kin as appropriate.

Home visits

- When home visiting a client always show your identity card. The phone holder will have informed the client of your name.
- Initially you may wish to be accompanied by another volunteer to help you build confidence in your role. For some befriending tasks it may be beneficial to visit with another volunteer so as to create further variety / stimulation for the client.
- Only be alone with a client if you are comfortable. Leave if you feel uncomfortable or unsafe with a client.
- If you feel uncomfortable contact the phone-holder or a member of the Steering Group, ask them not to send you there again and explain why, so that they can assess whether it is appropriate to send another volunteer.

Working outside/doing odd jobs

If, when you arrive at the client's house and see what the job actually entails, you feel unsure about your suitability to carry out a job for a client, explain that you are unable to do it and advise the client to seek a professional tradesperson.

- Make sure you know how to operate correctly any equipment/machinery you may be using.
- Do not use any equipment that appears dangerous; report it to the client and to your phone holder and/or member of your Steering Group.
- Make sure you wear appropriate clothing such as safety goggles, sturdy footwear and strong gloves. Your care scheme may be able to provide this, so please ask.
- Be careful when lifting; only lift or carry things you can easily manage. Make use of trolleys and wheelbarrows. Do not lift things that are too heavy.
- It is normally best practice to not to undertake any jobs requiring use of a ladder. However, if use of a ladder is essential and you are willing to use it, be careful. Make sure you know how to put it up correctly. Make sure it is placed so it doesn't slip.
- Be careful when handling solvents, bleach or cleaning liquids. Wear protective gloves and always wash your hands afterwards.
- Volunteers will not lift any heavy objects without the appropriate experience, help or support

If you have an accident while volunteering:

- Inform your phone holder immediately and a member of your Steering Group in writing as soon as you can.
- See your doctor who will be able to provide an independent record of your injury.

- Providing your injury was not caused through your own negligence, you may be able to claim through the care scheme's insurance policy.
- If the accident is serious and you are not happy with the response from your care scheme, please contact BedsRCC.

Driving

- Make sure your car is in roadworthy condition: it must be taxed, insured and have a valid MOT certificate.
- Inform your insurance company before you start carrying out volunteer driving. A Volunteer Driver insurance form is included in this Pack for you to send to your insurance company.
- Do not undertake driving jobs if you are feeling unwell.
- Clients considered too ill or infirm will not be transported by the volunteers
- Make sure you are clear about where you are taking the client, and that you know the route.
- The phone holder should always know where you are if you are out on a job. If the destination of the job, or any other circumstances, change inform the phone holder at once.
- Check with your phone-holder whether you need to wait with the customer whilst they attend their appointment. Make sure you have a sense of the approximate anticipated time for the task as a whole.
- Make sure that you and your passengers are wearing seatbelts.
- Make sure you park your car in a designated parking space/zone; you, rather than your group, may be liable for any parking tickets/fines incurred.
- If driving a wheelchair user, check beforehand whether they are able to move to and from their chair with minimal assistance. If this is not the case, and as volunteers are not trained in manual handling, it may be advisable for a carer or second volunteer to accompany the client.

Safeguarding of vulnerable adults

Good Neighbour Scheme (GNS) groups are committed to ensuring that vulnerable people who use the services are not abused and that working practices minimise the risk of such abuse. Volunteers and the Steering Group of each group are expected to raise any concerns about potential abuse with the safeguarding team at the appropriate local authority, and to inform BedsRCC of the situation.

For further information, please see the BGNS Vulnerable Adults Safeguarding Policy and Types of abuse Guidance Note GU03, available from your steering group.

Data Protection and GDPR

The Data Protection Act 2018 (DPA) and General Data Protection Regulations (GDPR) govern the use of information about people (personal data). Personal data can be held on computers, laptops and mobile devices, or in a manual file, and includes email, minutes of meetings, and photographs.

GNS groups are committed to a policy of protecting the rights and privacy of individuals. Groups need to collect and use certain types of data in order to carry on our work of providing services to care scheme users and supporting the recruitment and administration of volunteers. This personal information must be collected and handled securely.

For further information, please see the BGNS Data Protection / GDPR Policy, available from your steering group.

E-communications

When sending or replying to emails:

- Never name clients or other individuals in the subject line.
- Be careful about sending personal details of a client or volunteer.
- If sending to multiple recipients, BCC (blind copy) email addresses.
- If another volunteer has shared their personal email address with you over the course of volunteering do not use it for non-BGNS communications unless they have given you permission to do so. 'Best practice' is not to use personal email addresses for BGNS communications.

Reimbursement

Volunteers will be able to recover their expenses in accordance with the Financial Policy which will normally be deducted from the donation offered by the Client. All direct costs such as Parking fees, shopping costs or parts for DIY should be recovered directly from the Client.



Blunham Good Neighbour Scheme



Volunteer Declaration Form

- I have read the information in the Pack and agree to follow the recommendations and best practice specified, and I am aware that I am entitled to see copies of BGNS policies including those related to 'Safeguarding Vulnerable Adults Protection' and 'Data Protection', which are available from the Steering Group.
- I agree to maintain client confidentially and to respect their privacy and dignity. I will not discuss client details in any public place except, if necessary, during the course of volunteering on their behalf. Should I have any concerns about a client's health or welfare, or have concerns that a client's behaviour or circumstances might endanger themselves or scheme volunteers, I will alert a member of my scheme's Steering Group.
- I confirm that I am happy for the Steering Group and phone holders to hold my contact information for the purposes of the scheme.
- I will let the Steering Group know if my details change.
- If I have any questions about any aspect of volunteering, I will contact a member of my scheme's Steering Group.

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I confirm that I have received my copy of the Volunteer Welcome Pack for the above-named good neighbour scheme group.

Name:

Signature:

Date:

Please return this form to any member of the Steering Group



Blunham Good Neighbour Scheme



Volunteer Driver Registration & Declaration Form

Driver's Name: _____

Driver's Address: _____

Driver's Car.....Make.....Colour.....Reg. Nr.....

Volunteer Driver Declaration:

I wish to be a care scheme volunteer driver. I have received my volunteer pack with details of what is involved and I understand fully what I may be asked to do.

I confirm I have a full, valid driving licence and I undertake to keep my car insured, taxed, and MOT'd. Should any of my documentation lapse or my driving license cease to be valid, I will inform my care scheme's Steering Group and will not undertake any further volunteer driving until the appropriate documentation are back in place.

I have advised my insurance company of my intention to drive on a voluntary basis, using the form provided in my Welcome Pack. Should I change insurance companies, I will inform my new insurer that I am a volunteer driver (further copies of the form are available from my Steering Group).

My car is currently, and will be kept, in a safe and roadworthy condition. I will follow the guidelines for safer driving included in my pack and will comply with legislation governing the use of motor vehicles. I undertake to drive in a manner that is considerate to my own safety and that of my passengers and other road users.

I will inform the Steering Group of any material change in my health or any other circumstances that may affect my ability to carry out voluntary driving work safely.

Signed:

Date:



Beds Good Neighbour Scheme & Village Care Scheme Network



Volunteer Driver Insurance Form

To be sent to insurance company

Dear Sir / Madam:

Name	
Address	
Policy No	

I am writing to inform you that I am a volunteer for:

Blunham Good Neighbour Scheme

We are all local residents who have got together to help any fellow residents in our village who need extra support from time to time. As such, I will occasionally use my own private car to carry passengers or to carry out other help as requested.

Under Section 1(4) of the Public Passenger Vehicles Act 1981, my volunteering is exempt from both Passenger Service Vehicle and Hackney Carriage/Private Hire Car licensing laws. I will receive reimbursement for car running costs associated with my journeys, petrol and any other expenses - which will be claimed strictly on a non-profit making basis.

I understand that as my volunteering will not constitute 'hire and reward', it should not affect my insurance policy with you. I am also pleased to confirm that I am covered under our care scheme's group insurance for all other situations arising from my volunteering happening outside of my occasional car journeys.

Please send me confirmation that this is indeed the case. I enclose a confirmation sheet and SAE for your convenience and prompt reply.

Thank you.

Signed

Date

Volunteer Driver Insurance Form (contd.)

SECTION A: To be completed by volunteer driver

Policy Holder	
Name of Insurer	
Policy No.	

SECTION B: To be completed by insurance company

This is to confirm that your insurance policy covers occasional voluntary driving for which a non-profit reimbursement of costs may be received.

Issued by:

Date:

OFFICIAL STAMP