



BARROW UPON SOAR GOOD NEIGHBOUR SCHEME

Volunteer Induction Manual

P002

1. Introduction

Thank you very much for offering to volunteer for the Barrow upon Soar Good Neighbour Scheme (BGNS). The BGNS is an organisation whose very generous volunteers give their time to help people in our community. These services include befriending, help with shopping or collection of prescriptions, getting transport to local appointments, etc. - almost anything that improves someone's quality of life.

We are confident that by working together we will be able to make a real difference to the quality of life and neighbourliness of our village. Please read through ALL the relevant contents of this Volunteer Induction Manual and keep it for future reference.

Everyone involved with BGNS must agree to have an Enhanced Disclosure and Barring Service (DBS) Check carried out prior to starting with the scheme as all our volunteers may be involved with helping or assisting vulnerable people.

There are various types of support that volunteers can be involved with. The main categories are:

- Befriending
- Transport
- Household Tasks

If you need to contact any of the Steering Group please ask the Telephone Co-ordinator on **07771 625 591** for details or refer to P002 Appendix.

Your commitment

As a volunteer with the Good Neighbour Scheme, you do not have to make any sort of commitment to be available on a certain day or for a certain length of time each month.

You can always say “no” when asked to do a job – you do not have to give a reason.

BGNS depends on volunteers giving their time freely. If, as part of a task, you find yourself out of pocket for any reason, then please contact the Telephone Co-ordinator on 07771 625 591. The Treasurer will ring you back to take details of your expenses and you will be reimbursed from the scheme's funds.

Your feedback

As a volunteer, your feedback is essential to helping us ensure the smooth running of the scheme. Please let us know if you have any comments relating to this handbook or to the organisation of the scheme itself

by calling the BGNS mobile and asking to talk to a member of the steering group. Your views will be treated in confidence and will not be shared without your permission.

Reviews

The policies within this handbook and related forms will be reviewed regularly as needed.

2. DBS checking and Initial Meeting

All potential volunteers will be invited to a short meeting where you will be provided with information about BGNS, about any training that we may be able to provide, and to answer any questions that you may have.

At this initial meeting, you will be asked about what types of support you can offer and how frequently. You will be asked to provide some personal information such as contact details, but also any additional information that may be important due to the type of supporting role you are filling. Please refer to the **Data Protection and Privacy Policy (P001)** on how BGNS collect, store and use any data we collect. If you are in a role that may come into contact with confidential data about our volunteers or our members, you will be asked to complete a Volunteer Confidentiality and Data Protection Agreement Form (F004).

The **Disclosure and Barring Service (DBS) Policy (P003)** details how BGNS will request and store any relevant information. All Volunteers are requested to complete and sign the **DBS Disclosure Information Consent Form (F002)** to enable this process to begin. BGNS will ask volunteers to sign a DBS Annual Declaration Form (F003) annually to confirm that they have not committed any offences that would affect them working with vulnerable adults since their certificate was produced.

Once the DBS check has been completed, volunteers will be issued with a certificate by the DBS. Volunteers are requested to bring the certificate to a follow up meeting to enable the details on the certificate to be seen and recorded. Volunteers are requested to register with the Update Service to allow annual checks to be completed without further charges to BGNS, and to allow all relevant data to be re-checked by the DBS service.

At the initial meeting, you will also be informed what Training may be provided on Safeguarding, Dementia Friends and First Aid Awareness. The training provided is to give volunteers confidence and valuable information for the tasks they wish to undertake.

Before starting any volunteering tasks all Volunteers must read the **Vulnerable Persons Safeguarding Guidance (G001)**, the **Lone Worker & Personal Safety Guidance (G002)**, and the **Equality & Diversity guidance (G006)**. You will be given a copy of each of these documents along with this Volunteer Induction Manual.

All the documentation is available via the BGNS forms web page, <https://www.barrowuponsoar.org.uk> or if you require a paper copy please contact the Telephone Co-Ordinator who can provide one.

3. How the Good Neighbour Scheme works

People will contact the scheme for support on **07771 625 591** and requests will be co-ordinated by the Telephone Co-ordinator before being allocated to a suitable volunteer.

4. Telephone Co-ordinator role

The Telephone Co-ordinator is a volunteer, working on a rota system holding the mobile phone for a week or more. They are responsible for receiving requests for help and finding a volunteer to carry out the task. They are your first port of call if you have any queries and can be contacted on **07771 625 591**.

If you have volunteered to be a Telephone Co-Ordinator you will need to read the Telephone Co-Ordinator Guidance (G003).

5. What to do when you are contacted by the Telephone Co-ordinator

Please do not feel obliged to accept the task. You may have another commitment or may not feel up to doing that particular task.

If you are happy to do the task, the Telephone Co-ordinator will tell you all the details you need to know over the telephone or via WhatsApp.

- Please make sure you know all the details about the task being requested of you before you accept
- Please make sure you follow the Lone Worker & Personal Safety Guidance (G002)
- Always show your ID badge to every member and explain clearly who you are and why you have come
- We recommend that you do not give your personal phone number or address to the member unless you wish to personally befriend them
- Remember you are not covered under the BGNS insurance if you spend any time alone in a room with, looking after, or helping anyone under the age of 18 years
- Remind the member to make any requests for future help through the scheme's mobile phone
- When you have finished the task, please update the relevant WhatsApp group.

If for any reason you cannot carry out a task which you have said you will do, call the Telephone Co-ordinator on **07771 625 591** as soon as possible so that another volunteer can be found.

If for any reason you need to contact a member and do not wish them to have your personal number, then you can withhold it by entering **141** before the telephone number of the person you are calling.

6. Transport Support - Driving and giving lifts

If you have volunteered to be a driver you will need to read the Driver Guidance and Transport Charges (G004) and complete the Driver Registration Form (F004) and return it to a member of the Steering Group.

Please make sure that your car is in a roadworthy condition and that it is correctly taxed and insured, with a current MOT certificate.

Volunteer driving should not increase your car insurance premium; however, you must inform your insurer that you are intending to use your vehicle for volunteering purposes.

You **must** read the Travelling by Car section of the **Lone Worker & Personal Safety Guidance (G002)**.

7. Befriending, Household Tasks and General Support

This type of support can include activities such as visiting members for a chat and a drink with them, helping them with their shopping, changing a light bulb or doing a bit of gardening. If you have volunteered to be a Befriender you will need to read the **Befriending Guidance (G005)**. If you have volunteered for any of these support roles it is most likely that you will be working alone. Please ensure that you read and understand **Lone Worker & Personal Safety Guidance (G002)**. If you have any safeguarding concerns about a member please follow the advice in the **Vulnerable Persons Safeguarding Guidance (G001)**.

8. Administration Roles

BGNS would welcome any volunteers who are willing to help with the administrative support of our Scheme. Various events and meetings take place throughout the year to ensure BGNS can continue. If you wish to be involved in this, then please let a member of the Steering Group know and we will be in touch.

9. Forms

Copies of all Policies, Guidance documents and Forms are available from the BGNS website <https://www.barrowuponsoar.org.uk/gns-home.html> or contact the Telephone Co-ordinator if you require paper copies.