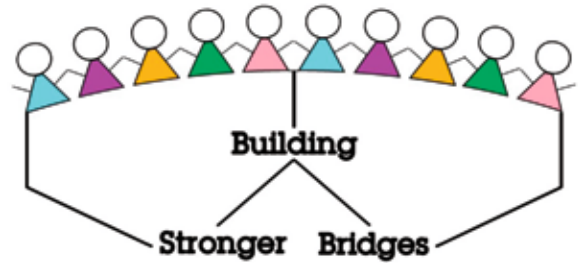


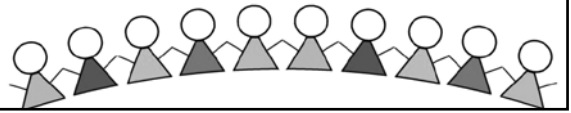
BUILDING
STRONGER
BRIDGES



Good Neighbour Scheme Toolkit

ORGANISER'S INFORMATION





Contents

Section 1

Guidelines for organisers

- 1.1 What are 'Good Neighbour Schemes'?
- 1.2 Start-up costs
- 1.3 Sources of funding
- 1.4 Finance guidelines
- 1.5 Setting up a bank account
- 1.6 Disclosure and Barring Service (DBS) checks
- 1.7 Insurance cover
- 1.8 Questionnaire
- 1.9 Receipt vouchers
- 1.10 Receipt voucher register
- 1.11 Payment vouchers
- 1.12 Payment voucher register
- 1.13 Sample constitution - 3 pages
- 1.14 Identity cards
- 1.15 Sample meeting poster

Section 2

Phone holder's pack

- 2.1 Guidelines when taking a call
- 2.2 Rota guidelines
- 2.3 Phone holder's rota sheet
- 2.4 Record of requests received
- 2.5 Volunteer availability sheet
- 2.6 Useful phone numbers
- 2.7 List of local traders

Section 3

Volunteer pack

- 3.1 Welcome letter
- 3.2 Help you can provide
- 3.3 Volunteer information record
- 3.4 Induction guidelines
- 3.5 Task allocation sheet
- 3.6 Volunteer driver registration form
- 3.7 Volunteer general expenses Form
- 3.8 Volunteer mileage expenses Form
- 3.9 Letter to G.P.
- 3.10 Volunteer drivers – checklist for passengers and reimbursements
- 3.11 Guidelines for home visits
- 3.12 Guidelines for outdoor work
- 3.13 Equal opportunities
- 3.14 Safeguarding

This guide is based on the ACRE Good Neighbour Scheme guidance.

The layout and information in this Toolkit is © Hastings Voluntary Action and Rother Voluntary Action, but Good Neighbour Schemes are welcome to photocopy and adapt the resources to help develop their projects.

PDFs and Word files of sample documents are available to be adapted on:

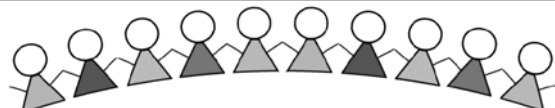
www.hastingsvoluntaryaction.org
and **www.rva.uk.com**



1 T E M P L A T E S

Guidelines for organisers

- 1.1 What are 'Good Neighbour Schemes'?
- 1.2 Start-up costs
- 1.3 Sources of Funding
- 1.4 Finance Guidelines
- 1.5 Setting up a bank account
- 1.6 Disclosure and Barring Service Checks
- 1.7 Insurance cover
- 1.8 Questionnaire - 2 pages
- 1.9 Receipt Vouchers
- 1.10 Payment Vouchers
- 1.11 Sample Constitution - 3 pages
- 1.12 Identity Cards
- 1.13 Meeting poster



1.1 What are ‘Good Neighbour Schemes’?



A Good Neighbour Scheme links people in our communities who are in particular need, with volunteers from that community who are willing to help.

Although it tends to be the elderly or people less able who make most use of the help available, it can benefit all in the community.

Volunteers are encouraged to offer their services only for the time they can spare and for activities that they would feel happy and confident to carry out, such as:

- **Transport:** to give people occasional lifts for which a recommended charge of 45 pence per mile is made to compensate the driver for fuel, wear and tear.
- **Practical help:** such as shopping, collecting pensions and prescriptions. Occasional cooking is also in demand.
- **Household repairs:** such as changing a light bulb, fixing a dripping tap, or hanging a picture where such volunteer skills are available.
- **Gardening:** can include a one-off tidy up for a neighbour who is physically unable to manage it themselves.
- **Befriending:** popping in to see someone on a regular or occasional

basis is an extremely welcome and worthwhile practice which can benefit elderly and people less able .

- **Letter writing and form filling:** can be a problem for people, as can using the phone or the internet and help will be much appreciated.
- **Shopping and getting tablets:** for some getting to the shops or the pharmacy is too difficult.

Is there a need for a Good Neighbour Scheme in your area?

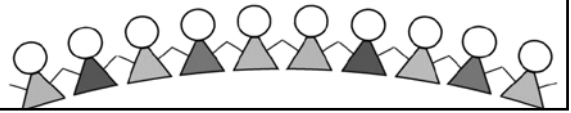
In order to establish if there is a need for a scheme in your area, it is a good idea to ask your community - there is a sample Questionnaire leaflet in **Section 1.8** which could be adapted and photocopied and distributed to local shops, community centres and housing.

If the answer is YES - Building Stronger Bridges can help you in setting up a scheme by offering resources such as this toolkit, help in finding funds, DBS checks, training and other general support.

Hastings: call Tanya Vice
Tel: 01424 444010
Email: tanya@hvauk.org>

Rother: call Jan Cutting
Tel: 01424 217259
Email: jan.cutting@rva.uk.com

Twitter: @BSB4you
Facebook: Building Stronger Bridges



1.2 Start-up Costs

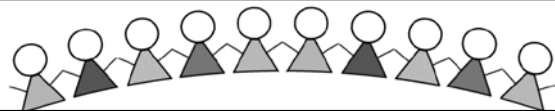
Estimated Start-up costs for a scheme with 20 volunteers

RVA and HVA may be able to offer a start-up grant of £500 approximately for each individual scheme, this should cover the basic expenses incurred to get a Good Neighbour Scheme underway, depending on the level of insurance taken out [see the **Insurance Cover page 1.7** for more details].

This pays for the essentials including a mobile phone package, insurance, DBS checks, plus stationery and publicity, for example:

ESSENTIALS	£
Mobile phone package	100.00
DBS checks @ £5.00	100.00
Insurance	185.00
Stationery/publicity	50.00
Promotional material	65.00
Total	500.00

The scheme will need to be self-sustaining in the future and the **Sources of Funding page 1.3** gives ideas of how to achieve this.



1.3 Sources of Funding

RVA and HVA have obtained funding to meet the cost of a start-up grant for your scheme which will pay for essentials such as a mobile phone, DBS checks, insurance, stationery and publicity.

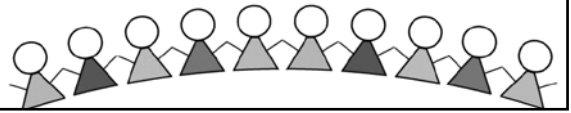
However, once a scheme has started it needs to be self-sustaining and plans would need to be put in place to ensure on-going expenses of insurance and mobile phone costs can be met.

There are various ways of getting more funds, from putting on your own fundraising event, applying to local parish, town or borough councils, local or national charities.

Although charges are only made to cover the cost of transport, many schemes find that the people they help wish to make a donation, this can be used to help towards the cost of insurance, telephone and other expenses.

Both RVA and HVA are able to help you in finding appropriate sources of funding, however a few suggestions to try are listed below.

- **Amicus Horizon** “Neighbourliness Grant” - up to £300 and “Local Improvement Fund” - up to £2,000
- **Awards for All** (England) set up to fund small projects that involve people in their community - £300 to £10,000 rolling 3 month application cycle
- **Community Grant Scheme** for community facilities - up to £5,000
- **Co-operative Charitable Foundation** to address community issues - £100- £2,000
- **Local Lions and Rotary Clubs** - up to £500
- **Nationwide Foundation** for projects benefiting independent living - £500 to £10,000, 8 weeks rolling programme
- **Sussex Community Foundation** - up to £5,000
- **Tesco Charity Trust** for local community projects whose core work supports the welfare of young and old and people with disabilities, £1500 to £5000, annual awards in June



1.4 Finance Guidelines

Accounts

- It is good practice that accounts are not opened or closed without the authority of at least 2 officers

Payments

- Voucher system for each item [giving brief details of payment, voucher number and cheque number]
- 2 signatories for each cheque
- NO cheques should ever be pre-signed without voucher/receipt
- Cheque books should be held in secure place

Receipts

- Separate paying-in slip for each type of income (grants, donations)
- All cash banked as frequently as possible without deduction of expenses
- Cash and cheques not banked on the day of receipt should be placed in a secure box/area

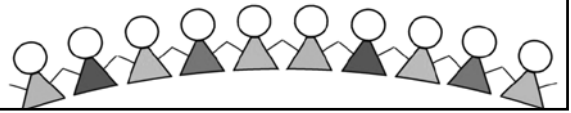
Fundraising events

- Keep separate records for each event
- If you are undertaking a ticketed event then you need to ensure that all tickets are pre-numbered, a record of ticket allocation against each number and sales, and a reconciliation of receipts against tickets sold is kept

General policies and procedures

- Annual accounts prepared at end of financial year for Independent Examiner
- Annual budget to be agreed by committee
- Full committee decision to be taken for payments outside budget
- Regular review of interest, if applicable
- Regular review of grant applications
- Petty Cash float to be agreed and Petty Cash book itemising maintained
- Regular monitoring of income and expenditure against budget
- Monthly reconciliation of bank statement by treasurer and one other nominated person

Both RVA and HVA offer advice, support, accountancy and payroll services if required.



1.5 Setting up a Bank Account

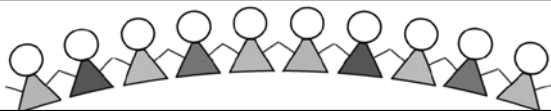
Setting up a community bank account is quite straight forward although can take some time! RVA and HVA are happy to hold funds for community groups while they are arranging for their own bank account, however it is essential to have your own to help keep the scheme's books in order and apply for funding in the future.

A community bank account of this type will normally offer free banking and it is normal practice for a cheque to require at least two signatories from the Good Neighbours Scheme, such as the treasurer and secretary, or the chairman and secretary.

If you would like to bank with a familiar name then any of the High Street banks near to you should be able to set up a community bank account that will suit your needs. Most banks do not charge, though it is best to check this point and also what cheque facilities are available.

Lloyds Bank have had a good record of offering financial support in the form of grants to community projects. Lloyds may also be a source of funding for worthwhile scheme purchases such as a folding wheelchair or perhaps some swivel seats to help elderly people get into or out of a car more easily.

Another possibility is the Post Office banking service administered by Alliance and Leicester. Even if your community does not have a Post Office, there may be one in a neighbouring village which could be more convenient than travelling to a town for banking services.



1.6 Disclosure and Barring Service Checks

Disclosure and Barring Service (DBS) - Safeguarding Vulnerable Groups

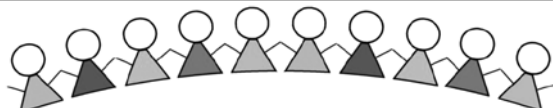
Both RVA and HVA strongly recommend that Good Neighbour Scheme organisers should have DBS checks carried out on potential volunteers, including themselves. These checks supersede the CRB (Criminal Record Bureau) checks and once done can be used for more than one organisation that a person is volunteering for. The Disclosure and Barring Service is a merger of the Independent Safeguarding Authority (ISA) and the Criminal Records Bureau.

We appreciate that DBS checks are a sensitive issue and many organisers and volunteers may feel that such checks are “over the top” for a scheme where volunteers are offering their services out of the goodness of their hearts. However, volunteers may be going into vulnerable peoples’ homes as strangers, perhaps collecting pensions, perhaps handling shopping money; it builds confidence and trust in the scheme and in the volunteers themselves if it is known that all volunteers have been checked.

Your Good Neighbour Scheme will need to be set up with an agreed constitution, a chairman, secretary, treasurer and committee before you can request DBS checks on potential volunteers.

RVA are able to offer checks for an administration fee of £5.00 per person, the cost of which can be taken out of any start-up money received. The checks themselves are free for volunteers. HVA can offer a similar service through an outside organisation. The fee covers someone to help people fill in their application forms and check their identity documents.

The time taken to prepare a DBS check varies and can take longer if a volunteer has moved home a number of times within the past five years. When the application form is submitted, the volunteer needs to register with the update service. This gives them a unique number that the check is attached to, which is used by any organisation the person is volunteering with, to access the DBS check. The check itself is only sent to the volunteer. If the person does have a criminal record then the offence or offences would be shown, however in the case of a trouble-free check it will simply state that there is “nothing recorded”.



1.7 Insurance Cover

Public liability insurance should be regarded as an essential for any good neighbour scheme as it guards against a claim for accidental damage or personal injury caused by a volunteer in the scheme.

The first insurance premium would come out of any start-up funding available from RVA or HVA. After this the scheme will need to fund the premium themselves.

An individual scheme is free to source public liability insurance from wherever it chooses, we have reproduced an illustration of cover from a leading Insurer dealing with charitable organisations. It is recommended that schemes obtain several quotes and compare the cover and costs before making a decision.

If you wish to extend your insurance to include the schemes liabilities to your volunteers, this does greatly increase the cost of the package; in some cases to double the total amount.

You will also need to check any exemptions in the policy document, such as high risk tasks, the use of ladders and power tools for example, and include this in any Volunteer Pack of guidance and support.

Source of Insurance (as at 2014) include:

Access Insurance: 020 8651 7420
(policy provided by Ansvar Insurance)

Annual premium: £185
providing cover for:

Public Liability [includes Full Abuse cover]	£2,000,000
Employer's Liability	£10,000,000
Legal Expenses	£100,000

Your contact details:

Name

Phone No

Address

How the Scheme works

- A telephone number for the scheme will be advertised in the area the scheme will cover. The scheme will advertise the services it offers and anyone in the area covered can call to ask for help.

- Each call is matched to an appropriate volunteer who has agreed to help in one or more of the services offered listed overleaf.

When you have completed your questionnaire, you can leave it at the collection box

at: _____

by [date]: _____

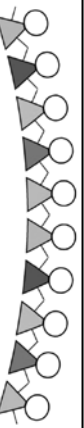
We will knock on your door in case you have been unable to deliver it and we will come back to you with the results of the survey by:

Thank you! _____

Any questions?

We are happy to help - please contact:

BUILDING STRONGER BRIDGES
1.8 - SAMPLE QUESTIONNAIRE



Good Neighbour Scheme

Questionnaire

Are there any small jobs you need help with that you cannot do for yourself?

For example: small household jobs, tidying the garden, walking the dog, shopping, writing a letter, using the computer or a lift to the hospital?

We all face difficulties at times and we don't always like to ask for help. The good news is that a Good Neighbour Scheme is being considered in your area.

The scheme will link local people in need of a "helping hand" with local people willing to donate time and services.

People volunteering will be fully supported. It is about people deciding how much time they can spare, when they can spare it and what they are happy and able to do.

In order to help us, could you complete this short questionnaire which asks:

A: whether you may want to use a Good Neighbour scheme at some time and/or

B: whether you could volunteer a few hours to help. YOU CAN DO BOTH!

If you have any questions, please look at the back page to find out how to contact us.

A: Would you USE a Good Neighbour Scheme scheme for help?

If so, please tick "Yes" below where you need help.

Occasional transport Yes

Shopping Yes

Collection of prescriptions/pension Yes

(Please note: any use of a car would involve an agreed contribution towards costs)

Minor household repairs Yes

Help with pets Yes

A one-off tidy up of your garden Yes

Form filling, help with emails Yes

Someone to talk to Yes

Or please specify any other help:

Please add your name and contact details overleaf

B: Would you volunteer to HELP in a Good Neighbour Scheme?

If so, please tick "Yes" below where you can provide help.

Occasional transport Yes

Shopping Yes

Collection of prescriptions/pension Yes

(any use of a car would involve an agreed contribution towards costs)

Minor household repairs Yes

Helping with pets Yes

Helping with a one-off garden tidy-up Yes

Form filling / help with emails Yes

Befriending Yes

Could you hold the phone on a rota basis? Yes

Other help/skill (please specify):

Please add your name and contact details overleaf

Receipt Voucher

Date: _____

Cheque number: _____

Detail of receipt:

Signature: _____

Voucher Number:

Receipt Voucher

Date: _____

Cheque number: _____

Detail of receipt:

Signature: _____

Voucher Number:

Receipt Voucher

Date: _____

Cheque number: _____

Detail of receipt:

Signature: _____

Voucher Number:

Receipt Voucher

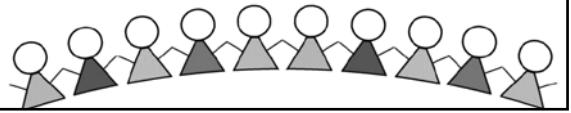
Date: _____

Cheque number: _____

Detail of receipt:

Signature: _____

Voucher Number:



1.10 Receipt voucher register

VOUCHER N ^o	DATE	CHEQUE N ^o	DETAIL	AMOUNT

Organisers are free to use or amend any of these templates and guidelines to help them run their Good Neighbour Scheme

Payment Voucher

Voucher Number:

Date: _____

Cheque number: _____

Detail of payment: _____

Paid to: _____

Signature: _____

Payment Voucher

Voucher Number:

Date: _____

Cheque number: _____

Detail of payment: _____

Paid to: _____

Signature: _____

Payment Voucher

Voucher Number:

Date: _____

Cheque number: _____

Detail of payment: _____

Paid to: _____

Signature: _____

Payment Voucher

Voucher Number:

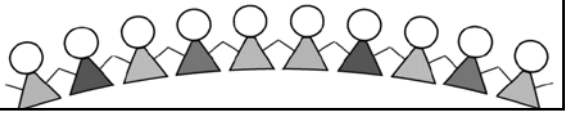
Date: _____

Cheque number: _____

Detail of payment: _____

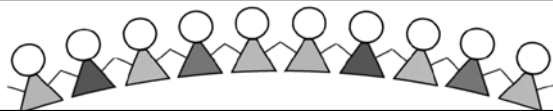
Paid to: _____

Signature: _____



1.12 Payment voucher register

VOUCHER N°	DATE	CHEQUE N°	DETAIL	AMOUNT



1.13 Sample constitution

STATUS:

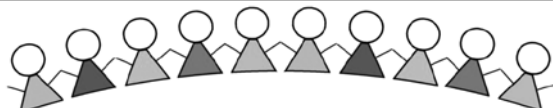
The organisation is a not for profit organisation. No member is entitled to any payment for services rendered but may be reimbursed any reasonable expenditure incurred in providing such services.

AIMS:

- To provide short term help to the community of
This help is to cover tasks such as transport, domestic support and household assistance, with the use of local volunteers.
- To encourage self-help and friendship within the local community.

MANAGEMENT COMMITTEE PROCEDURE

- The first Management Committee shall consist of members of the Steering Group elected at the inaugural meeting and shall hold office until the first Annual General Meeting.
- The first Honorary Officers shall be appointed by the Management Committee.
- The Management Committee shall be elected at the Annual General Meeting and shall consist of the Honorary Officers and such other members as are prepared to act as committee members and who are elected to that office.
- The Honorary Officers shall comprise the Chairman, Secretary and Treasurer.
- The members of the Management Committee shall be elected to hold office until the next Annual General Meeting.
- Members of the Management Committee may offer themselves for re-election at subsequent Annual General Meetings.
- The quorum for Management Committee meetings shall be set by the committee, but shall never be less than one third of the total number of committee members, as at the date that Notice of the meeting is issued.
- In the event that an Honorary Office becomes vacant prior to an Annual General Meeting the Management Committee are authorised to co-opt a member of the organisation to fill the vacancy until the next Annual General Meeting.
- The Management Committee are authorised to co-opt new members of the committee, such co-opted members to hold office until the next Annual General Meeting.
- The Management Committee shall make all arrangements for the provision of services to meet the Aims of the organisation.



1.13 Sample constitution *continued*

MEMBERS:

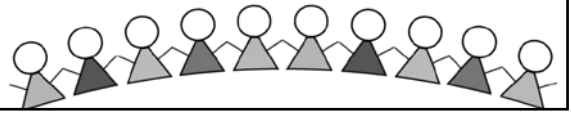
- An Annual General Meeting shall be held each year in the month of
or as soon as practicable after that time.
- An Extraordinary General Meeting shall be convened by a decision of the management committee or on the written request of three members lodged with the Secretary who shall issue Notice of the meeting within two weeks of receiving the request.
- The minimum notice of any general meeting shall be a clear 14 days and notice shall be sent to all members of any general meeting, such Notice to be given by written notice left at, or sent to, each member's last known address, or by email.
- The quorum for a general meeting shall be one third of the number of members as at the date that Notice of the meeting is issued.
- Unless not present at the meeting, or being unwilling to do so, the Chair of the Management Committee will take the chair at any general meeting.

BANK ACCOUNT:

- All funds of the organisation shall be held in a bank account opened in the name of the organisation, apart from a cash float of up to £50 to be held by the treasurer to enable the payment of minor expenditure items.
- Cheques on the account shall be signed by two authorised signatories as nominated by the Management Committee.

ACCOUNTS:

- The Treasurer will maintain records of all Income and Expenditure and will present a financial report to each Management Committee meeting detailing income received and expenditure incurred since the last committee meeting, current balance of funds held and any items of income or expenditure known to be expected.
- The Treasurer will prepare an Income & Expenditure Statement at the end of the organisation's financial year at 31st annually or such other date as may be agreed, in time for this to be issued with Notice of Annual General Meeting.
- The Treasurer will arrange for the Income & Expenditure statement to be subject to an independent review by a qualified person, or to an audit if the annual expenditure is such that legislation requires the accounts to be audited.



1.13 Sample Constitution *continued*

CHANGES TO THE CONSTITUTION:

The Constitution may be altered by a two thirds majority resolution of the members present at an Extraordinary General Meeting of which the required Notice has been given, and which clearly sets out the proposed amendment/s to the Constitution.

WINDING UP:

Should it become necessary to wind up the organisation, any residual funds or other assets shall be donated to a local charity/charities.

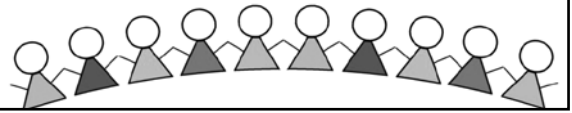
Confirmed as adopted at a meeting of the Management Committee held on:

Date _____

Chairperson _____

Treasurer _____

Secretary _____



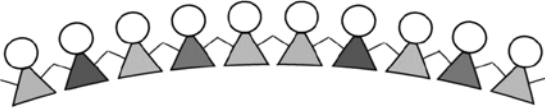
ID Card Front:

ID Card Back:

Attach your passport photo here	Volunteer Identity Card
	Number: _____ If you wish to check this ID, please call: _____
Name: _____	


This card is the property of:
Good Neighbour Scheme

Attach your passport photo here	Volunteer Identity Card
	Number: _____ If you wish to check this ID, please call: _____
Name: _____	


This card is the property of:
Good Neighbour Scheme

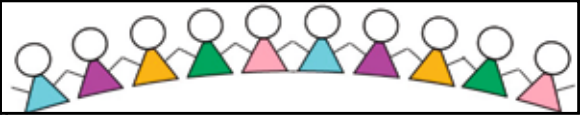
Attach your passport photo here	Volunteer Identity Card
	Number: _____ If you wish to check this ID, please call: _____
Name: _____	


This card is the property of:
Good Neighbour Scheme

Attach your passport photo here	Volunteer Identity Card
	Number: _____ If you wish to check this ID, please call: _____
Name: _____	


This card is the property of:
Good Neighbour Scheme

This page could be photocopied onto both sides of an A4 card, and cut to make 8 ID Cards



Good Neighbour Scheme

Could YOU help someone with...

Befriending... **Pets**
Form-filling... Tablets
Internet... **Prescriptions**
Transport... Phones
Gardening

Find out more about how you can help:



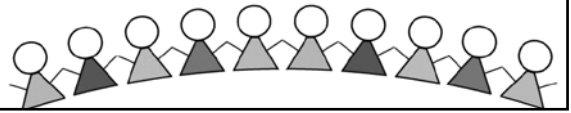


2 M O T I O N A L S

Phone Holder's Pack

- 2.1 Guidelines when taking and making a call
- 2.2 Rota guidelines
- 2.3 Phone holder's rota sheet
- 2.4 Record of requests received
- 2.5 Volunteer availability sheet
- 2.6 Useful phone numbers
- 2.7 List of local traders

THANK YOU for
undertaking this duty



2.1 Phone holder guidelines



On taking a call

- Always have a pen, paper and Good Neighbour Scheme information by the phone
- Repeat and write down the name, address and phone number of the caller. Get directions
- If you are unsure of the suitability of a request say you will discuss it with the committee and ring the caller back
- Don't be afraid to say "No, it's not our remit", but refer the caller to other agencies such as Social Services or other organisations listed in the **Useful Phone Numbers page 2.6.**
- Always try to leave a caller with a positive feeling about the scheme. Explain what the scheme can do and if it cannot help, say why not.

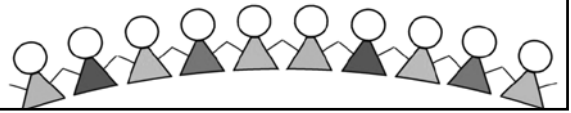
On telephoning a volunteer

- Be friendly, cheerful, optimistic and encouraging
- Keep smiling (unless it is inappropriate) because your smile will be reflected in your voice
- Be clear about the task to be done
- Accept a refusal cheerfully so that you can ask again in the future. Note that they were called
- Don't put too big a responsibility on the volunteer. Try to break a complex request into manageable tasks if appropriate.
- Don't give out confidential details about the caller until the volunteer has agreed to take on the task

When a volunteer has agreed to help

- Complete the task sheet for their records giving all the details.
- Ask the volunteer to report back after the task is completed and note any concerns reported.

N.B. Information in the file is confidential



2.2 Rota guidelines

Attached is the rota for phone holders over the next three months. Please note the following points:

- Please check that the mobile phone is in working order and that you understand how it operates
- Please ensure you document all activities of the scheme in the appropriate sections
- Pass on the phone and file to the next phone holder and ensure they know how to use the phone and how to document activities

- If you are unable to do your allotted duty please negotiate a swap with someone else on the rota

- If you should encounter any problems, such as whether or not a requested task is suitable for the scheme to handle, please contact:

Name: _____

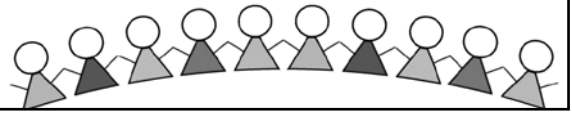
Tel: _____

OR

Name: _____

Tel: _____

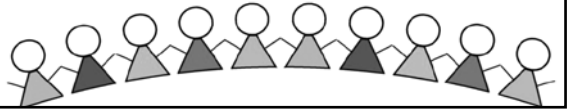
THANK YOU for carrying out the work required as a phone holder



2.3 Phone holder's rota

WEEK BEGINNING	NAME	CONTACT NUMBER

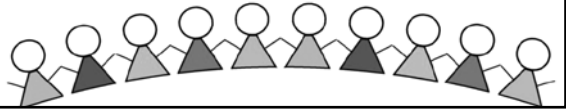
THANK YOU for carrying out the work required as a phone holder



2.4 Requests record

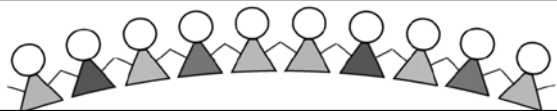
DATE	NAME	CONTACT DETAILS	REQUEST	VOLUNTEER

Organisers are free to use or amend any of these templates and guidelines to help them run their Good Neighbour Scheme



2.5 Volunteer availability

NAME & PHONE NUMBER	TYPE OF HELP VOLUNTEERED	DAYS	TIME AM	TIME PM



2.6 Useful phone numbers

Social Services Duty & Assessment Teams:

Children (Hastings and Rother) 01424 724144

Children (Eastbourne, Lewes & Wealden) 01323 747373

Adult Social Care Contact Centre 0345 60 80 191

Adult Social Care - Out of hours emergency 01323 636399

Adult Social Care Direct provides help for adults who find it difficult to manage daily tasks in the home. Carers should also use this service

Emergency 999

Contact for all emergency services and urgent help

Police non-emergency 101

The number to call when you want to contact your local police in England and Wales - when it's less urgent than a 999 call. 101 is available 24 hours a day, 7 days a week

NHS non-urgent 111

NHS Direct has closed & NHS 111 has been introduced to provide a single point of access to all non-emergency NHS services and queries. Patients can use this number when they need medical help or advice and it's not urgent enough to call 999.

NHS 111 operates 24/7, 365 days per year and is free to use from a landline and a mobile

East Sussex 1 Space www.eastsussex1space.co.uk

From personal care to getting odd jobs done, from information and advice to coping with ill health, discover the choices to help you live independently, safely and in good health

Age UK - East Sussex 01273 476704

An independent local charity dedicated to helping people in later life in East Sussex

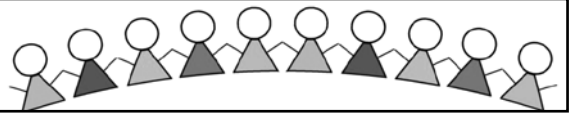
Alcoholics Anonymous 0845 769 7555

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

Alzheimer's Society - East Sussex 01424 773687

Alzheimer's Society is a membership organisation, which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.

Continues overleaf



2.6 Useful phone numbers *continued*

Buy With Confidence

01323 463440

The Buy With Confidence scheme puts consumers in touch with approved traders who have agreed to provide high standards of customer service, including dealing promptly with any complaints.

Care for the Carers

01323 738390

Care for the Carers is an independent charity which supports unpaid carers in East Sussex who look after a relative, friend or neighbour who is frail, disabled, and/or has a long term illness.

Crossroads Care - respite

01424 444964

Crossroads Care is Britain's leading provider of support for carers and the people they care for. They work with over 35,000 individuals and their families, helping carers to make a life of their own outside caring. They provide the special quality of care that gives them the peace of mind to let someone else step into their shoes.

Citizens Advice Bureaus:

Citizens Advice 1066

01424 721420

Eastbourne CAB

01323 413480

Lewes District CAB

01273 477924

Rother District CAB

01424 215055 / 734549

Wealden CAB

01825 762807

They help people resolve legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Community Links - Bexhill and Rother

01424 212321

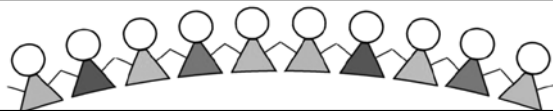
Provide a one to one service for people who are experiencing mental health issues that enable them to regain the confidence to access mainstream activities such as Volunteering Employment, Social networking, Healthy living hobbies and interests.

Cruse Bereavement Centre

01323 642942

Cruse Bereavement Care is there to support you after the death of someone close. If someone you know has died and you need to talk. Face-to-face and group support is delivered by trained bereavement support volunteers across the UK. They also offer information, publications, and support for children.

Continues overleaf



2.6 Useful phone numbers *continued*

DESSS (Discretionary East Sussex Support Service) 0300 330 9494

A scheme that could help you to live independently or help when you are facing a difficult situation and don't have enough money for what you need. Examples of what you can apply for: a parcel of essential food, baby food and nappies, basic household goods, beds or bedding, heaters, domestic appliances, furniture, help with emergency gas or electricity.

We may also refer you to a local support service, for example if you need help because of debt issues. We can refer you to other organisations if you need help with housing costs.

Diabetes UK South East 01372 720148

Offers help, support and advice with those living with Diabetes.

Disability Matters 19+ 01424 432570

An action and pressure group for severely disabled young adults in Hastings and Rother, ensuring the statutory authorities are meeting their very complex needs. Also help with information about benefits, day care, respite, etc.

Domestic Violence:

East Sussex Domestic Abuse Service 0844 225 0657

National Domestic Violence Helpline (24hr) 0808 2000 247

Support for women and men who are living with domestic abuse. Run by the charity CRI, an advisor will talk you through the options and help work out a plan with you. They can point you to other services and legal remedies which could help.

St Jude's Refuge 01424 732060

Family Lives (formerly Parentline) 0800 800 2222

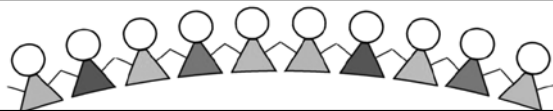
As well as core family support services offered through a helpline, email support and online chat, they also work in many different areas and offering tailored support around issues such as bullying, special educational needs, and support for specific communities.

Handyperson Grant Scheme 0345 60 80 191

Hastings Furniture Service Hastings: 01424 44 1112 Bexhill: 01424 22 3594

Established by and for unemployed people in Hastings, HFS has been working to help people with low incomes to furnish and equip their homes since 1988. We collect unwanted but reusable furniture & appliances, preventing them from going to waste in landfill. We also stock paint for decorating and other household items.

Continues overleaf



2.6 Useful phone numbers *continued*

Hastings Voluntary Action (HVA)

01424 444010

Hastings Voluntary Action is a Council for Voluntary Service. We enhance the quality of life of people in Hastings & St Leonards by promoting the principle and practice of voluntary action by both individuals and organised groups and by supporting the development of local initiatives to meet community needs.

Directory of services www.hastingsvoluntaryaction.org

Email: admin@hvauk.org

Home Works - home crisis problems:

West Area (Eastbourne, Lewes and Wealden)

01273 898700

East Area (Hastings and Rother)

01424 858341

Home Works can help you if you live in East Sussex, in any type of housing, aged between 16 and 64, are a single person, a couple or family, at risk of losing your home, are already homeless, living in unsuitable accommodation, need help and support around housing, would benefit from short-term support.

Living Well

01424 839560 / 0800 9174569

Offer advice on health, housing and social care issues.

Macmillan Cancer Information & Support Centre

01342 414369

Centre is open Mon - Fri from 9am-5pm.

The above service ensures people affected by cancer have access to good quality comprehensive and appropriate information and support.

Offers a drop-in centre, listening ear, library, quiet room for private conversations, help with completing forms and support with how to apply for benefits, complementary therapies. No appointment necessary.

Mental Health Primary Care

01424 720557

MIND

01424 444010

Local mental health support for signposting and information.

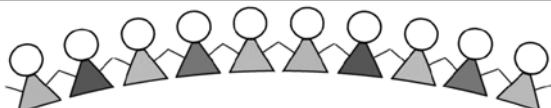
Email: activ8network@hotmail.co.uk

National Missing Persons Helpline

0843 557 3739

National Missing Persons helpline is also known as Missing People and is a British charity that offers assistance to the families of missing people, as well as the missing person themselves. If you need to report someone missing, call the National Missing Persons helpline.

Continues overleaf



2.6 Useful phone numbers *continued*

No Panic

Helpline (10am - 10pm) 0808 808 0545

Crisis Number (24hr recorded message) 01952 680835

This organisation provides valuable information for sufferers and carers of people with Panic, Anxiety, Phobias and Obsessive Compulsive Disorders (OCD). Its purpose is to provide members with support, advice and a chance to meet like-minded people and make friends along the way.

NHS non-urgent

111

NHS Direct has closed & NHS 111 has been introduced to provide a single point of access to all non-emergency NHS services and queries. Patients can use this number when they need medical help or advice and it's not urgent enough to call 999.

NHS 111 operates 24/7, 365 days per year and is free to use from a landline and a mobile

NSPCC

Child Protection Helpline 0800 800 5000

Work to protect children, prevent abuse and transform society so it's safer for all children.

Parkinsons UK Support Groups

Crowborough Support Group 0844 2253609

Eastbourne Branch 01273 512204

Hailsham Branch 0844 2253609

These groups offer information, friendship and support to local people with Parkinson's, their families and carers. They organise regular events and social activities.

Relate 01273 697997

Relate are the UK's largest provider of relationship support, and every year they help over a million people of all ages, backgrounds and sexual orientations to strengthen their relationships.

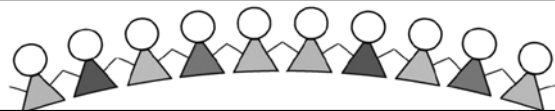
Rother Voluntary Action (RVA)

01424 217259

Our main work is to support local community groups with help, information and support. We also run community projects and services ourselves, support volunteering and strive to help improve the local economy in a socially and environmentally sustainable way.

Directory of services www.rva.uk.com

Email: jan.cutting@rvauk.com



2.6 Useful phone numbers *continued*

RSPCA

National Cruelty Helpline	0300 1234 999
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Sussex East and Hastings Branch	01424 752121
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Mid Sussex and Eastbourne Branch	01323 844727
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Through their campaigns they raise standards of care and awareness of issues for the animals who have no voice. With public support they push for laws to be changed, improving the welfare of animals on farms, in research labs, in the wild, in paddocks or in our homes.

Samaritans:

Eastbourne and District	01323 735555
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Hastings & Rother	01424 436666
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Give people the time and space to talk things through, and enable them to find a way through their problems. Samaritans help to explore various options so the right decisions are made for individual circumstances.

Stroke Association

Stroke Support Helpline	0303 3033 100
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High Weald, Lewes and Havens CCG area	01323 886920
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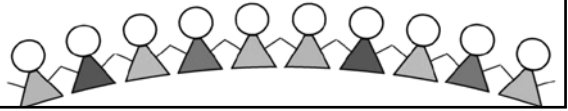
Hastings and Rother CCG area	01323 886920
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Coastal Community Healthcare CCG area	01323 886920
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This association offers help and support to those who have suffered a stroke and their carers.

Support with Confidence Scheme	01323 463440
---------------------------------------	--------------

Whether you get financial help to pay for your care, or you buy services privately, the Support With Confidence scheme will help you find a wide range of care and support services that you can trust - from people and organisations that have been vetted and approved on grounds of quality, safety, and training. The Support With Confidence scheme is run by East Sussex County Council Trading Standards and Adult Social Care.



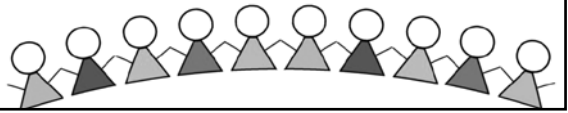
2.6 Useful phone numbers *continued*

Together (mental health support)

01424 434886

Offer a wide variety of support to help people deal with the personal and practical impacts of mental health issues. The services they can provide range from one-to-one support in the community to supported accommodation and making sure people understand and are able to express their needs in their dealings with official bodies.

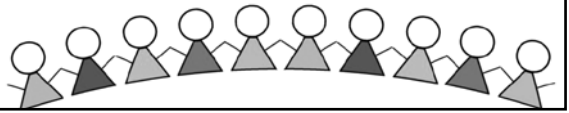
Other useful numbers



2.7 Recommended local traders list

TRADE	CONTRACTOR	CONTACT DETAILS
Builders		
Carpenters		
Cleaning services		
Decorators		
Electricians		

Continues overleaf



2.7 Recommended local traders list *continued*

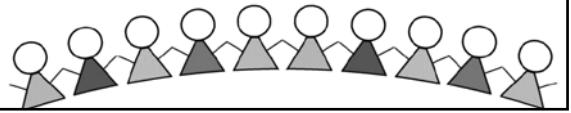
TRADE	CONTRACTOR	CONTACT DETAILS
Gardeners		
Tree work		
Ironing		
IT assistance		
General builders		
Plumbing & heating		
Window cleaning		



3 i n f o r m a t i o n s

Volunteer pack

- 3.1 Welcome letter
- 3.2 Induction guidelines
- 3.3 Volunteer information form
- 3.4 Guidelines for home visits
- 3.5 Guidelines for outdoor work
- 3.6 Help you can provide form
- 3.7 Task allocation sheet
- 3.8 Volunteer driver registration form
- 3.9 Volunteer general expenses form
- 3.10 Travel reimbursement
- 3.11 Volunteer mileage expenses form
- 3.12 Letter to G.P.
- 3.13 Equal opportunities
- 3.14 Safeguarding



3.1 Welcome letter

Dear:

Thank you very much for offering to volunteer to help the Good Neighbour Scheme.

We hope you will find this a rewarding activity as it can help:

- to be valued, appreciated and feel useful
- benefit the client of the scheme
- put spare time to good use.
- learn new skills
- help our community work together to support need

These guidelines have been written to help and encourage safe and enjoyable volunteering, although they are not intended to be a comprehensive list of do's and don'ts. Keep them for future reference and complete and return those forms needed by the organising committee.

If you need any clarification or experience any problems as a volunteer you should contact your scheme's organiser or Phone Holder on

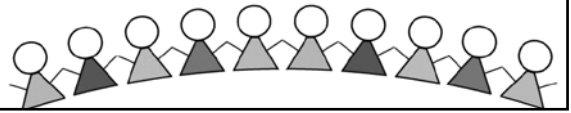
Tel:

All volunteers will be accompanied on their first visit to a client to outline the help that will be provided and agree arrangements. A simple risk assessment will be carried out; it is very unlikely that you will encounter any serious problems while volunteering, but it is common sense to identify any potential risks or hazards.

A named person will be available to support you on a regular basis and there will be opportunities for volunteers to meet together. A trial period can be arranged to give you time to settle in.

Volunteers will always ring the Phone Holder after each "shift" to confirm the task has been completed and whether there were any concerns to report.

In future it is hoped to link with neighbouring Good Neighbour Schemes to share good practice and problem-solving and also provide training opportunities, such as Basic First Aid and Food Hygiene.

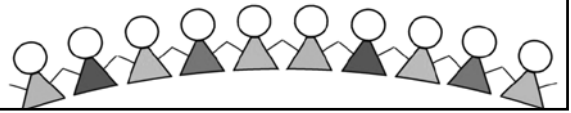


3.2 Induction guidelines

Your induction will include:

- Information pack, including DBS checks
- Contact details of your support person and Phone Holder
- Procedures - how you will be introduced to your client to agree arrangements and “signing-off” after each “shift”
- A trial period to settle in if required
- Details of how to claim expenses - usually only when using your car
- Regular meetings with fellow volunteers for mutual support
- Strict compliance with a code of confidentiality – any information about a client may only be used for the purpose of the scheme. Information must never be given to any outside person without the express permission of the Phone Holder and only then in an extreme emergency when an individual is at risk.
- A Public Liability insurance policy is available for you to read
- We will always ensure that any problems which may occur between individuals involved in the scheme are resolved as soon as possible

Lastly, THANK YOU for volunteering your time. Please feel free to offer any suggestions to improve the service and do “spread the word” with friends and neighbours so that we can encourage more to volunteer.



3.3 Volunteer information

Name of volunteer: _____

Address: _____

Email: _____

Telephone number: _____

Mobile number: _____

In case of emergency, contact: _____

Emergency Contact telephone number: _____

Do you have a current DBS Clearance?

No Yes - what is the database reference number? _____

Approximate age (please circle): Under 20 21-40 41-60 Over 60

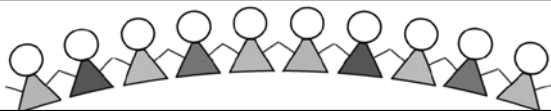
Hours available - please indicate the number of hours or times that would suit you:

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
am							
pm							
evening							

This information will be treated as strictly confidential and only used by the Phone Holder when needed.

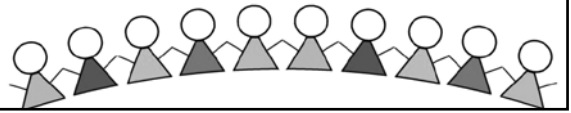
Availability [please circle]: Daily Weekly Fortnightly Monthly

Signed: _____ Date: _____



3.4 Guidelines for home visits

- Volunteers will be accompanied on their first visit to introduce them to the client and discuss the time and service being offered; a simple risk assessment will be carried out.
- Make sure you have noted the client's address and telephone number.
- When home visiting always show your identity card
- Explain clearly who you are and why you have come
- The phone holder should always know where you are so if you have a mobile phone take it with you
- You could ask the phone holder if you could be accompanied by another volunteer on your initial visits if you feel nervous
- Always request that the client makes future requests through the scheme's mobile phone number
- Don't give your personal phone number or address to clients
- Do not accept inappropriate behaviour (comments or physical contact) and report any incidents to the phone holder
- Leave if you feel unsafe, uncomfortable or unwell and immediately ring your phone holder
- If you see or hear anything that concerns you about a client, always tell your phone holder when you "sign off"
- **If a client has a fall while you are there and is unable to get up by himself/herself, 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
- Do not agree to any major work; the phone holder has a list of local businesses that could help
- Phone your phone holder when you have completed a job



3.5 Guidelines for outdoor work

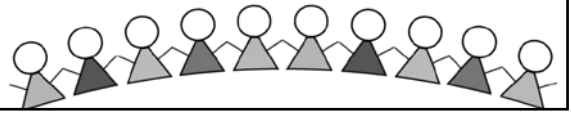
Please make sure you know how to operate any equipment or machinery correctly and do not use any equipment that appears to be dangerous. Report it to the phone holder.

Make sure you wear any appropriate clothing such as safety goggles, boots and gloves.

- Be very careful when lifting. Only lift or carry items that you can easily manage. Use a wheelbarrow or trolley if available. If in doubt do not attempt the lift single-handed, but seek assistance.
- Be very careful when using ladders. Make sure you know how to put a ladder up correctly and place the ladder so that it won't slip
- Be very careful when handling solvents, bleach or cleaning liquids. Wear protective gloves and always wash your hands afterwards
- Beware of accidents

Do not take risks

- If you have an accident during the course of volunteering you must inform the phone holder immediately
- If you are injured or feel unwell ring the phone holder and 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
- If the accident is serious and you are not happy with the response from the scheme you can contact the Health and Safety Executive Helpline number on 0300 003 1747
- Do not undertake any large-scale jobs. The phone holder has a list of local businesses that could help



3.6 Help you can provide

Could you be a Phone Holder? Yes

This involves taking over the scheme’s mobile phone once every five or six weeks and taking calls for help from people in your community. You will then match the request from the list of suitable and available volunteers.

You would be shown how to use the mobile phone confidently and would learn techniques on dealing with callers effectively.

Could you tackle household tasks?

- Small jobs such as changing a light bulb Yes
- Emergency minor repairs Yes
- Light housework Yes
- Move furniture within the house Yes
- Cooking/preparing emergency meals or snacks Yes
- Shopping Yes
- Garden tidy-up Yes
- Sit with someone – have a cup of tea and a chat/listen Yes
- Collect prescriptions and/or pensions Yes
- Write a letter for someone Yes
- Help fill in forms (non legal) Yes
- Walk a dog/ care for a pet during holiday or illness Yes
- Shopping/errands Yes

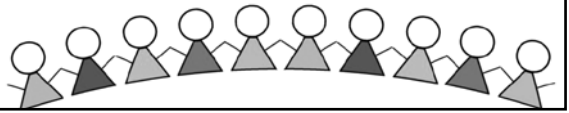
Could you be a volunteer driver? Yes

- Big shopping trips Yes
- Lifts for hospital/ clinic / doctor’s appointments Yes
- Outings Yes
- Longer trips / trips to airports Yes
- Could you carry a wheelchair in your car? Yes
- Could you assist a wheelchair user / put a chair in the car? Yes
- Could you wait for a return journey? Yes

Do you have any other special skills or experience to offer?

Could you be part of the organising committee? Yes
 (this would involve attending the occasional meeting)

Continues overleaf



3.6 Help you can provide *continued*

Which geographical area(s) are you happy to work within?

Please return this form

To: _____

Are you interested in training?

Volunteers have free access to a range of training with the BSB Good Neighbour Scheme, such as:

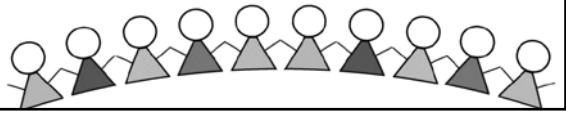
- | | |
|---------------------------------------|------------------------------|
| Safeguarding | Yes <input type="checkbox"/> |
| First aid | Yes <input type="checkbox"/> |
| Befriending boundaries and attachment | Yes <input type="checkbox"/> |
| Safe visits | Yes <input type="checkbox"/> |
| Moving and handling | Yes <input type="checkbox"/> |
| Equality and diversity | Yes <input type="checkbox"/> |
| Helping a client use a wheelchair | Yes <input type="checkbox"/> |
| Dementia awareness | Yes <input type="checkbox"/> |

Others - please specify areas of particular interest to yourself:

along with:

- your completed information sheet
- two passport sized photographs for your volunteer identity badge.

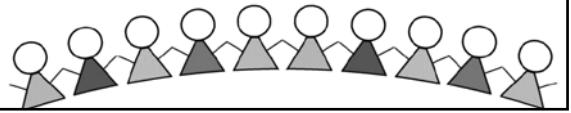
Thank you for offering your help.



3.7 Task allocation sheet

DATE	TIMES	CLIENT ADDRESS & TELEPHONE NUMBER	TASK

Organisers are free to use or amend any of these templates and guidelines to help them run their Good Neighbour Scheme



3.8 Volunteer driver registration form

Driver's name:

Driver's address:

Driving Licence details:

Expiry date:

Endorsements: Yes No

Please give details:

Car insurance details:

Insurance Company

Policy Number:

Car MOT expiry date:

Car registration:

Can vehicle take a folding wheelchair?

Yes No

Volunteer Driver's 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 organising committee.

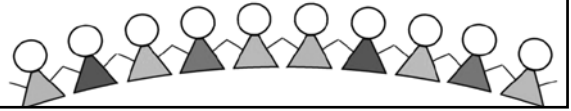
My car is taxed and has a current MOT (if required) and it will be kept in a safe and roadworthy condition. I will at all times comply with relevant legislation governing the use of motor vehicles. I undertake to inform the organising committee of any material changes to my health or any other circumstances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

Signed: _____

Date: _____

Please return the completed form

To: _____



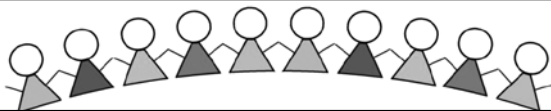
Volunteer's Name:

3.9 General expenses form

All general expenses must have prior agreement of [the treasurer]

DATE	EXPENSE	AMOUNT	PAYMENT DETAILS	SIGNED BY:

Organisers are free to use or amend any of these templates and guidelines to help them run their Good Neighbour Scheme



3.10 Travel reimbursement

Normal practice would be to expect a donation from the client to reimburse the cost of journeys made on their behalf. If it is known that this would be financial burden for the client, then the committee may decide to waive donations on these occasions. The committee could apply for grants to hold as bursary funds for this purpose (see **Sources of Funding guidelines - Section 1.3**).

Drivers should also be encouraged to claim all expenses as it is important for the committee to know the true cost of the journeys. Additional costs such as parking fees need to be considered as do shared costs if there is more than one passenger. If drivers feel uncomfortable about this, they are welcome to donate unwanted reimbursements back to the Good Neighbour Scheme which could help those clients unable to afford mileage contributions.

Ways of calculating travel cost donations:

1] Set journey / "Zoning Rate"

A set rate is agreed for trips to hospital/ supermarket / Post Office, based on the mileage rate of 45p per mile. The advantage of this method is that drivers, passengers and Treasurer are all clear of the expected costs

or

2] Charge based on mileage

The cost of each journey is based on the miles driven. It may be helpful if the nominated volunteer driver rings the client to agree the cost for the journey.

or

3] Donations

The scheme does not have a fixed rate for the journey or number of miles driven but each client is invited to make a donation towards the cost of the journey provided [very often schemes find that donations can exceed the 45p per mile rate]

or

4] Bursary Fund

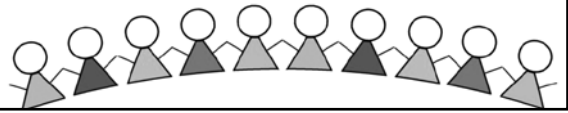
Some schemes may decide not to charge clients but rather apply for funding to use as a Bursary Grant or rely on sufficient donations

Payment of travel donations

It is good practice to use a "sealed envelope scheme" whereby each driver is supplied with pre-marked envelopes with the drivers name and scheme details. The driver then makes an envelope available to each client and explains how the scheme works for charges / donations.

Once sealed the driver passes the envelope to the Treasurer/ named person without delay [The Treasurer has the responsibility to open all the envelopes in the presence of another person].

The driver keeps a record of each journey to use to claim with the Expenses Form. In most cases the expenses claimed will be the same as the contribution given with any additional funds credited to the accounts as a donation.



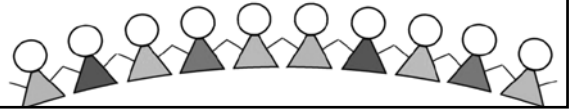
Driver's Name: _____

3.11 Mileage expenses form

It is important that the true cost of the journeys are known so please claim all your expenses. You are welcome to donate unwanted reimbursements back to your Good Neighbour Scheme to help with funds if you would prefer.

Please note that there is a maximum 10,000 miles that can be claimed for voluntary use. You may want to keep a record.

JOURNEY DATE	CLIENT'S NAME	PURPOSE OF JOURNEY	TOTAL MILES	COST PER MILE	TOTAL COST PAID BY CLIENT	ADDITIONAL DONATION	CLIENT'S SIGNATURE
_____	_____	_____	_____	0.45p	_____	_____	_____
_____	_____	_____	_____	0.45p	_____	_____	_____
_____	_____	_____	_____	0.45p	_____	_____	_____
_____	_____	_____	_____	0.45p	_____	_____	_____
_____	_____	_____	_____	0.45p	_____	_____	_____
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_____	_____	_____	_____	0.45p	_____	_____	_____
_____	_____	_____	_____	0.45p	_____	_____	_____



3.12 Sample letter to G.P.

Date:

Dear Dr.

Re: (name of driver)

Date of birth

The above mentioned has applied to become / is currently (indicate which) a volunteer car driver for the Building Stronger Bridges Good Neighbour Scheme. This is a voluntary organisation and we provide voluntary car drivers for people who have no other means of transport.

As the person mentioned above is over the age of 70 and many of the passengers are older / disabled people who may require assistance from the driver, I would very much appreciate you taking the time to tear off the return slip at the bottom of this letter, indicating whether you are aware of any health impediment which may adversely affect them from acting as a volunteer in this capacity.

I would be grateful if you could return your reply it to me in the stamped addressed envelope provided

Yours sincerely,

(name of co-ordinator / Good Neighbour Scheme representative)

I, the above mentioned, authorise you to give this information to Building Stronger Bridges Good Neighbour Scheme

Signed (by driver):

Please print name:

To [car scheme co-ordinator]:

Driver name:

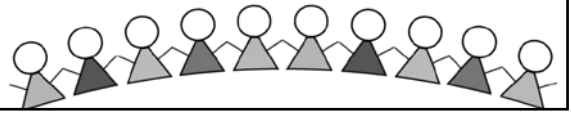
Address:

Please tick: I am not aware of any health problems, which will prohibit the above patient for carrying out duties as a volunteer car driver.

I think that the above patient would be suitable as a volunteer car driver

Signed:

Date:



3.13 Equal opportunities

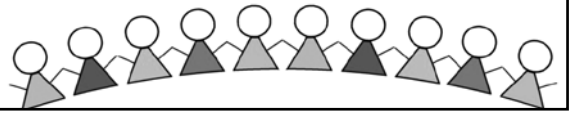
Building Stronger Bridges Good Neighbour Schemes are committed to equal opportunities and diversity. This commitment extends to our volunteers and all who use our service; we welcome all from our community.

We will not discriminate on the grounds of gender, sexual orientation, disability or impairment, age, ethnic heritage, nationality, HIV status, marital status, religion, belief or similar basis.

We will ensure that our service is fully inclusive in meeting the needs of all our community. We value difference and recognise the value that different backgrounds, skills, outlooks and experiences our volunteers bring to this organisation.

We aim to:

- Include and value the contribution of all involved in our project
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- Advertise and recruit for, our service as widely as possible
- All volunteer recruits will complete the application process
- Reflect the diversity of our community in our publicity and promotional materials
- Provide information in clear, concise language, whether in spoken or written form
- Respond to all requests for services based on a fair system



3.14 Safeguarding

Any concerns volunteers may have regarding the safeguarding of vulnerable residents (young and old) will be passed without delay to the Phone Holder. Although work may not be directly with children and young people, volunteers may observe incidents which give cause for concern and these should be reported to the Phone Holder.

The Phone Holder will assess the situation and may seek the advice of other group members as to whether to inform:

Social Services

Duty & Assessment Team

Ground Floor, Ocean House,
87-89 London Road
St Leonards-on-Sea
TN37 6DH

For concerns regarding children:

01424 724144

Or for concerns regarding vulnerable adults:

01424 724444

OR

Emergency Out of Hours:

01273 335905

Mon-Fri 5-8pm, all weekends and bank
holidays

DBS checks will be obtained for every
volunteer

All adults working in any capacity will be made aware of the fact that such work is exempt from the provision laid down in the Rehabilitation of Offenders Act 1974.

Volunteers will not:

- Make any promises
- Interrogate or doubt any person, as this will make them more distressed. This must be carried out by a professional
- Say anything that could make a person feel responsible for any concerns you may have about safeguarding

Volunteers will:

- Not “Do Nothing” - this could be the only opportunity to prevent further safeguarding concerns
- Explain that this information needs to be shared with certain people in order to keep the person safe
- Ensure the conversation is conducted in private to keep the information confidential

Safeguarding policy agreed by
the Good Neighbour Scheme on:
