Good Neighbour Scheme

Good Practice Guidelines and Toolkit

December 2014

Supported by

East Sussex County Council
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Introduction to AGE Concern Eastbourne

AGE Concern Eastbourne’s Mission Statement:
“To enhance and improve the experience of later life for people in the Eastbourne area through the delivery of first class activities, services, information and advice designed to promote well-being for all.”

AGE Concern Eastbourne is a charitable organisation that cares about older people and believes later life should be fulfilling and enjoyable.

For many older people, problems such as low income and housing as well as the growing issue of social isolation make their lives very challenging. Long-term care may cause them to worry and lack of accessible transport and day clubs can leave them housebound and lonely. Negative attitudes and stereotypes often mean they are not valued in their communities.

At AGE Concern Eastbourne we find positive ways to deal with these problems. Where possible, we work with older people to help them solve problems themselves, providing as much or as little support as needed. Locally, AGE Concern Eastbourne provides important services which can help older people stay safe, happy, healthy and independent. These services include a variety of activities within our main centre, affordable healthcare services such as chiropody as well as support services helping with benefit queries, support on discharge from hospital and help to reduce loneliness and isolation.

Due to the growing demand for services that target social isolation, AGE Concern Eastbourne has embarked on a yearlong ‘Building Stronger Bridges’ project supported by East Sussex County Council to help set up and support local ‘Good Neighbour’ schemes.

Introduction to ‘Building Stronger Bridges’ and ‘Good Neighbour’ Schemes

In 2014/15, the Building Stronger Bridges project aims to establish a network of volunteer ‘Good Neighbour’ schemes across the county. Good neighbour schemes can provide support for low to moderate care needs, reducing the demand for formal Adult Social Care services. The schemes will be self-sustaining local groups of volunteers who visit and check up on elderly people and those in need of support. They provide social contact, advice, information and do one off and more regular tasks such as gardening, shopping and light cleaning.

(Taken from East Sussex County Council’s paper ‘Making a Difference. Adult Social Care in East Sussex. Our local account for 2013/14.’)

So, why do we need ‘Good Neighbour’ schemes?
With the constraints faced by Adult Social Care in this economic climate and the increasing loss of rural services, ‘Good Neighbour’ schemes can help to ensure that the needs of adults at risk can still be met whilst creating a stronger sense of community.
Planning and Set up

Planning is a crucial stage for your ‘Good Neighbour’ scheme. The following steps may help you collect information and assess both the level of need and the number of volunteers available to support your scheme:

- Hold a **meeting** in your local area to find out if the community is interested in coming together to develop a Good Neighbours Network. Appointing a local champion (this could be you, a local councillor or a person that already does a lot in the community) will help to give the group direction and leadership. It may also be useful to contact the parish council (if you have one) and local places of worship to keep them informed of your plans and see if they are interested in lending their support.

- Developing a **questionnaire** to distribute to local residents is also a useful way of assessing the needs of your local area (see example in the Tool Kit). The research should focus on gather information to the following questions:
  - How many people would the scheme benefit?
  - What services are needed in your area?
  - What other services are provided in your area and how you could work with them?
  - How many people are interested in volunteering for your scheme?
  - How much you anticipate the scheme to cost (see Finances) and how you intend to source funding.

- The next stage once you have established need is to get a **‘core group’ or steering group** together. This will be the group of people that lead the scheme and take care of publicising the activities of the network, recruiting volunteers, making sure the necessary systems are in place in addition to arranging training and making sure everyone knows what needs to happen and what they are doing. The ‘core group’ can either share roles informally or create a formalised committee which adopts a constitution with aims and objectives and in which every member has a specific role or responsibility i.e. Chairperson, Treasurer, Secretary, Volunteer Recruitment and Task Co-ordinator (see Tool Kit for role descriptions). Committees tend to meet bi-monthly and hold public AGMs to report on the work and achievements of the scheme every year. This helps to publicise the service and maintain the support and involvement of the community. One of the advantages of having a fully constituted committee is that it is easier to apply for grants, as funding bodies usually require copies of the group’s constitution and most recent accounts to accompany applications (see Finances).
Services

Having researched the needs of your local residents it is important to decide what services you are going to offer.

Usually Good Neighbour schemes offer some or all of the following services:

- Collecting prescriptions, pensions, shopping, library books
- Transport to medical appointments and visiting relations and friends in hospital
- Transport to social appointments e.g. hairdressers, social clubs, day centres and lunch clubs
- Befriending the housebound and lonely
- Help with letters or simple forms
- Household tasks (such as light housework)
- Gardening
- Looking after or walking pets
- Reading to the blind or partially sighted
- Signposting to services and service providers

Some schemes also organise coffee mornings, social events and opportunities to bring the community together as whole, rather than solely providing a service for individuals, with the objective of building cohesion, neighbourhood awareness and developing supportive relationships between individuals.

However

You may find from your research that there are certain services that are required locally but that may not be appropriate to provide. There are good reasons for deciding on service exclusions which are backed by legal and health and safety issues and are likely not to be covered by the scheme’s Public Liability Insurance. This means that the Scheme, or the individual volunteer providing the service, is rendered liable to being prosecuted or sued in the event of any mishap. These services can include:

- Provision of child care
- Provision of personal care
- Providing specialised respite care for carers
- Meal preparation
- Electrical household repairs.
- Assisting with completing benefit claim forms and other financial documents.

There is a dedicated team with AGE Concern Eastbourne that is able to assist with completion of benefit forms as well as free legal advice appointments. AGE Concern Eastbourne is also able to signpost to a vast network of service providers in the local area.
Finances

There are a few things to consider when looking into the financial aspect of setting up a ‘Good Neighbour’ scheme.

Expenditures

- **Banking** – ‘Good Neighbour’ schemes need a Treasurer, or an appointed person to record all expenses and income and manage the scheme’s bank account. Having a bank account and keeping these records is vital as should you wish to apply for any grants, the funders will need to see these accounts. Setting up a community bank account is quite straightforward; all of the High Street banks should be able to set up an account that will suit your needs. A community bank account of this type will normally offer free banking, and it is normal practice for a cheque to require two signatories from the ‘Good Neighbour’ scheme, such as the Treasurer and Secretary or the Chairperson and Secretary. Signatories to the account will need to provide identification when opening an account.

- **Insurance Cover** – it is imperative to take out Public Liability Insurance. This protects the scheme from claims by third parties for death, illness, loss, injury, or accident caused by the negligence of the scheme. The estimated cost for Public Liability Insurance for a small scheme is around £200 per annum but it is always a good idea to contact insurance companies for quotes.

- **Potential Costs of Set up**
  - Mobile phone pay as you go package (one phone & call costs) £100.00
  - CRB Checks (£20 per check) £600.00
  - Public liability insurance (one year) £200.00
  - Stationery and publicity (including simple ID cards) £100.00
  - Total £1000.00

- **Additional Costs** - additional services, such as a weekly coffee morning, this cost will need to be estimated and factored in to the budget. It is also important that volunteers should not be out of pocket and that they are reimbursed for vehicle fuel costs as well as any incidental costs incurred while undertaking any household repairs if the ‘client’ or the scheme (if it has sufficient funds) should refund the volunteer on production of receipts.

Sources of Income

- **Funding and Grants** – There are many local private and government enterprises that are able to offer funding such as a start up grant to support your scheme. See useful websites and contacts for more information.

- **Fundraising** – A good way to raise money and awareness for your scheme.

- **Client Contribution** – There are some schemes that have found that people don’t want to accept ‘charity’ and feel more comfortable contributing donations towards the cost of the service and that this enables them to feel free to use the service again. Volunteers can be issued with donation boxes or envelopes in which the client can place a donation discreetly, however this is something that needs to be thought about carefully as if made mandatory may exclude some residents.
Recruiting and Supporting Your Volunteers

Now that you have established need and what services you would like to deliver it is important to look at recruiting volunteers and support for your scheme. Similarly to the first step of planning and set up (page 6) there are a few different ways to generate interest and gauge how many people in your area would like to be part of your scheme. You can send a questionnaire out or hold another meeting (see Tool Kit for questionnaire example). It is important to be clear on what level of commitment you expect from your volunteers and also that the individual is suitable for your scheme. The following procedure can help this recruitment process:

- Have a basic **application form**. This will enable you to collect contact details, availability, relevant skills and level of commitment.
- Have an **informal interview** with at least 2 members of the ‘core group’ present (for safety) to help you get to know any potential volunteers and what their interests and experience is. It is also a good idea to discern what the volunteer is looking to get out of their volunteering so that you are able to meet expectations and minimise volunteer turn over.
- It may also be wise to ask for a **personal and work reference** (where possible) to confirm the reliability of potential volunteers.
- Complete a Disclosure and Barring Service (DBS) form. This is the criminal records check which is important for the safety of the ‘neighbours’ you are supporting (see page 9 for more information).

Once you have a group of volunteers that have had their DBS completed and you are happy for them to start it is also valuable to hold a **volunteer induction**. This could include the following things:

- A welcome letter
- General information on the local area
- Information on your scheme
- Role descriptions
- Local directory of healthcare providers, local services, support groups, clubs and local businesses
- Map of the area
- Contact details for relevant ‘core group’ members and explanation of emergency protocol
- Training opportunities - If a scheme applies for funding from a grant giving body (see Finances), it should include in the application budget a sum for training. Providing training to volunteers may enable you to extend the services you are able to offer, for example Food Hygiene training would enable the volunteers to provide emergency meal preparation for someone who is ill or newly discharged from hospital

See Tool Kit for example documents.
Good Practice Guidelines

It is important to be aware of legislation, policies and operational procedures when setting up a ‘Good Neighbour’ scheme. The items below are used by most ‘Good Neighbour’ schemes.

- **DBS checks for volunteers** – DBS checks are now routinely requested for all voluntary roles because volunteers could potentially be working with vulnerable adults or children. Having a DBS check helps to build confidence in the scheme and in the volunteers. For more information on cost and how to apply visit [https://www.gov.uk/disclosure-barring-service-check/overview](https://www.gov.uk/disclosure-barring-service-check/overview)

- **Equal Opportunities policy** – An equal opportunities policy simply sets down how your organisation is going to make sure that your group is open and accessible and free from discrimination.

- **Confidentiality policy** – whilst volunteering it is important to remember that your ‘clients’ (those you are supporting) will often give out sensitive and personal information. The confidentiality policy simply sets out how your scheme will manage this information in accordance with the Data Protection Act 1998.

- **Safeguarding policy** – there may be occasions where confidentiality needs to be broken to protect both clients and volunteers from harm. A safeguarding policy outlines when confidentiality can be broken and the procedure that should be followed. There are also free online modules (e-learning) available to train your volunteers on the importance of safeguarding. AGE Concern Eastbourne currently use the Social Care Institute for Excellence (SCIE) website [http://www.scie.org.uk/publications/elearning/Index.asp](http://www.scie.org.uk/publications/elearning/Index.asp)

- **Lone Working policy** - The intention of a lone working policy is to ensure the safety of volunteers who may sometimes work alone by minimising the risks that they face and putting in place appropriate measures to improve their safety.

- **ID Badges** – it is important to create a basic ID badge for your volunteers and members to wear when they are visiting in the community. This helps to reassure your clients, especially more elderly people, that you are who you say you are. ID Badges should have the scheme name/logo, volunteer name, a photo if possible and a signature of the chair of the scheme.

See Tool Kit for policy examples.
Tool Kit and Example Documents

Sample Questionnaire to Research Need and Obtain Volunteer Interest

‘Good Neighbour’ Scheme Questionnaire

Volunteers in this area are looking to start a ‘Good Neighbours’ scheme aimed at helping to make life easier for people in this community, especially older people, although the scheme could help all age groups. The scheme will revolve around a group of volunteers who can help in a number of ways. We need to find out the type of services that our community requires and how many people are able to volunteer and would appreciate if you are able to complete this short questionnaire to help our research.

1. Which of the following services do you think you would use? *Please circle your answer*

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Shopping</td>
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<td></td>
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<tr>
<td>Companionship</td>
<td></td>
<td></td>
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<tr>
<td>Collection of Prescriptions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minor Household Repairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gardening</td>
<td></td>
<td></td>
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<tr>
<td>Cleaning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help with Pets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occasional Transport (40p per mile)</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Other (please specify)</td>
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</tbody>
</table>

2. Would you like to volunteer as a ‘Good Neighbour’? What could you help with? *Please circle your answer*

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shopping</td>
<td></td>
<td></td>
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<tr>
<td>Companionship</td>
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<td>Collection of Prescriptions</td>
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<td>Minor Household Repairs</td>
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<td>Help with Pets</td>
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<tr>
<td>Occasional Transport (40p per mile)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Other (please specify)</td>
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<td></td>
</tr>
</tbody>
</table>

If you would like to leave your contact details we will contact you when the scheme is running

Name:

Telephone:

Address:

Email:
Sample Volunteer Application Form

**VOLUNTEER APPLICATION FORM**

**PERSONAL DETAILS**

FULL NAME:  
ADDRESS:  
TOWN:  
POSTCODE:  
HOME TELEPHONE NO.:  
MOBILE NO.:  
EMAIL ADDRESS:  
DATE OF BIRTH:  

**EMERGENCY CONTACT**

CONTACT NAME:  
TELEPHONE NO.:  

**REFERENCES**

Two references are required to help AGE Concern Eastbourne identify your skills and strengths. References are also important in terms of security. We cannot accept references from relatives or partners but we can accept references from religious ministers, previous employers, friends, neighbours, tutors etc.

**REFERENCE 1**

Title:  
First Name:  
Surname:  
Address:  
Telephone No.:  
Email:  
Postcode:  
Relationship to applicant:  

**REFERENCE 2**

Title:  
First Name:  
Surname:  
Address:  
Telephone No.:  
Email:  
Postcode:  
Relationship to applicant:
ABOUT YOU
Please tell us a little about yourself; your employment history, past or present and other skills, experiences or hobbies that you have:

<table>
<thead>
<tr>
<th>WHAT SERVICES WOULD YOU LIKE TO PROVIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shopping</td>
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<tr>
<td>Companionship</td>
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<tr>
<td>Collection of Prescription</td>
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<td>Minor Household Repairs</td>
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<td>Gardening</td>
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<td>Cleaning</td>
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<td>Help with Pets</td>
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<tr>
<td>Occasional Transport</td>
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<td>Other (please specify)</td>
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YOUR AVAILABILITY.
At what times are you interested in offering your time to our scheme?

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<th>Am</th>
<th>Pm</th>
<th>All</th>
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<td>Wednesday</td>
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Do you have a car that you could use for volunteer work?  Yes  No
YOUR HEALTH.
Please indicate if you have any condition that is likely to affect your volunteering role with us (e.g. gastrointestinal disorder, heart problems, epilepsy, diabetes etc.)

DISCLOSURE OF CONVICTIONS
Due to the nature of our organisation, you are required to provide information about any convictions - including those which would otherwise be considered spent. Previous convictions will not prevent full consideration of your application. All volunteers will be required to have a Disclosure and Barring Service check (DBS).

Have you ever been convicted of a criminal offence?      Yes       No

If YES please specify the date of conviction, Court, nature of offence and sentence imposed in a sealed envelope.

These will only be seen by the Administration Manager and Director of Services

DATA PROTECTION ACT 1998
Information provided on this application form will be used by us to assess your suitability for volunteering with us.
Your application form will be kept on file both on paper & electronically for the time that you remain with us. Records will be destroyed 6 months after your leaving date.
Should you decide not to proceed with your application once you have completed the form, it will be kept on file for 3 months should you change your mind.

Please could you sign & date below to agree to these terms.

Signed:          Date:

Please return your completed application form to:

Address:

Telephone No:
## Sample Volunteer Task Record Sheet

**VOLUNTEER TASK RECORD SHEET**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Client Details</th>
<th>Task</th>
<th>Client Initials</th>
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<td>Tel No:</td>
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Signed and checked by: Name:  
Position:
Sample Driver Registration Form

VOLUNTEER DRIVER REGISTRATION FORM

Personal Details
Driver’s Name:
Driver’s Address:

Driving Licence Details
Expiry Date: Endorsements: Yes/No
If yes, please give details

Car Insurance Details
Insurance Company:
Policy Number:
Renewal Date:

MOT Details
Expiry Date:

Volunteer Driver Declaration
I wish to offer my service 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 notify the organising committee.

My car is taxed (if required) and has a current MOT; it will be kept in a safe and roadworthy condition. I will at all times comply with the relevant legislation governing the use of motor vehicles. I undertake to inform the ‘Good Neighbour’ scheme 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 completed form to:
## Sample Expenses Form

### EXPENSES FORM

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<tr>
<th>Date</th>
<th>Expense Description</th>
<th>Mileage</th>
<th>Fare/Mileage Amount £ *</th>
<th>Other Expense £</th>
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(* Mileage at 45p per mile)

Print Name: ________________________________

Signed: ________________________________
(Claimant)

Authorised by: ________________________________

Date: ________________________________

Totals £ £
CONSTITUTION

CONSTITUTION OF:

ADOPTED ON:..................................................................[Day/Month/Year]..........................................

1. Name
The name of the Group shall be:

2. Aims
The aims of the Group shall be to:

3. Powers
In order to achieve its aims the Group may:
   a. Raise money
   b. Open bank accounts
   c. Take out insurance
   d. Employ staff
   e. Acquire and manage buildings
   f. Organise courses and events
   g. Work with other groups and exchange information
   h. Do anything that is lawful which will help it to fulfil its aims

4. Membership
   (a) Membership of the Group shall be open to any person over 18 or any organisation living or located in the ______ area who is interested in helping the Group to achieve its aims, willing to abide by the rules of the Group and willing to pay any subscription agreed by the Management Committee.
   (b) Membership shall be available to anyone without regard to gender, race, nationality, disability, sexual preference, religion or belief.
   (c) Every individual member and each organisation shall have one vote at General Meetings.
   (d) The membership of any member may be terminated for good reason by the Management Committee but the member has a right to be heard by the Management Committee before a final decision is made.
   (e) Each member organisation shall appoint a representative to attend meetings of the Group and notify the Group’s Secretary of that person’s name.
5. Management
(a) The Group shall be administered by a Management Committee of the Officers and not more than _____ other members elected at the Group’s Annual General Meeting (AGM).

(b) The Officers of the Management Committee shall be: the Chairperson, the Treasurer and the Secretary.

(c) The Management Committee shall meet at least ___ times a year.

(d) The Chairperson shall Chair all meetings of the Group.

(e) The quorum for Management Committee meetings shall be ___ members.

(f) Voting at Management Committee meetings shall be by show of hands. If there is a tied vote then the Chairperson shall have a second vote.

(g) The Management Committee may by a two-thirds majority vote and for a good and proper reason remove any Committee member, provided that person has the right to be heard before a final decision is made.

(h) The Management Committee may appoint another member of the Group as a Committee member to fill a vacancy provided the maximum number is not exceeded.

6. Duties of the Officers
(a) The duties of the Chairperson are to:
   • chair meetings of the Committee and the Group
   • represent the Group at functions/meetings that the Group has been invited to
   • act as spokesperson for the Group when necessary

(b) The duties of the Secretary are to:
   • take and keep minutes of meetings
   • prepare the agenda for meetings of the Committee and the Group in consultation with the Chairperson
   • maintain the membership list
   • deal with correspondence
   • collect and circulate any relevant information within the Group

(c) The duties of the Treasurer are to:
   • supervise the financial affairs of the Group
   • keep proper accounts that show all monies collected and paid out by the Group

7. Finance
(a) Any money obtained by the Group shall be used only for the Group.
(b) Any bank accounts opened for the Group shall be in the name of the Group.
(c) Any cheques issued shall be signed by the Treasurer and one other nominated official.
8. Annual General Meeting

(a) The Group shall hold an Annual General Meeting (A.G.M.) in the month of ________.

(b) All members shall be given at least fourteen days’ notice of the A.G.M. and shall be entitled to attend and vote. The quorum for an AGM shall be ___ members.

(c) The business of the A.G.M. shall include:

(i) receiving a report from the Chairperson on the Group’s activities over the year

(ii) receiving a report from the Treasurer on the finances of the Group

(iii) electing a new Management Committee and

(iv) considering any other matter as may be decided.

9. Special General Meeting

A Special General Meeting may be called by the Management Committee or by any ______ members to discuss an urgent matter. The Secretary shall give all members fourteen days’ notice of any Special General Meeting together with notice of the business to be discussed. All members shall be entitled to attend and vote.

10. Alterations to the Constitution

Any changes to this Constitution must be agreed by at least two-thirds of those members present and voting at any General Meeting.

11. Dissolution

The Group may be wound up at any time if agreed by two-thirds of those members present and voting at any General Meeting. In the event of winding up, any assets remaining after all debts have been paid shall be given to another Group with similar aims.

This constitution was adopted at a general meeting of the Group on

________________________________________________________[date]

Signed by:

Chairperson:

Secretary:

Treasurer:

Other Committee members:
Sample Equal Opportunity Policy

Equal Opportunities Policy

Our Commitment

‘Scheme Name’ is committed to the idea of equal opportunities for all. Our policy is to make sure that no customer, or person involved or associated with ‘Scheme Name’ receives less favourable treatment on the grounds of:

- Religious belief or political opinion
- Race (including colour, nationality, ethnic or national origins)
- Disability
- Gender, including gender reassignment
- Marital or civil partnership status
- Having or not having dependants
- Sexual orientation
- Age.

‘Scheme Name’ is opposed to all forms of unlawful and unfair discrimination. We believe in human rights for all those connected with this organisation and all members of society. No action shall be taken against them by any person connected with ‘Scheme Name’ which would devalue their contribution to society and to this organisation, or lead to a loss of their own self respect, or respect for them from others.

Responsibility for making sure that ‘Scheme Name’ fulfils its obligations under this Policy rests with ‘Name of appointed person’

Who does the Policy apply to?

All individuals within this organisation are responsible for compliance with this Policy, and for the positive attitude it requires. All external persons connected with ‘Scheme Name’ are encouraged to hold the same responsibility and commitment.

What will we do?

We will make sure that all our staff and sub-contractors are aware of our Equal Opportunities Policy, and where applicable will make them aware of their responsibilities.

All job applicants, employees and others who work for us will be treated fairly and will not be discriminated against on any of the grounds named above. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

How will we know if the Policy is working?

The working of the Equal Opportunities Policy will be monitored by ‘insert name and role’ on an annual basis, or sooner if necessary.
Dealing with complaints

It is recognised that many individuals may be unwilling to make a complaint regarding equal opportunities, for a variety of reasons, including:

- Fear that others will consider that behaviour trivial
- Fear of retaliation and/or public humiliation
- Fear that the complaint will not be taken seriously

Such concerns may make an individual choose to leave the organisation. ‘Scheme Name’ regards this as unacceptable. It is important that volunteers should feel able to raise concerns without fear and in the knowledge that their complaint will be taken seriously.

All complaints will receive prompt attention and will be properly investigated. We will seek to resolve them as quickly as possible. Sometimes it may be possible for an volunteer affected by the behaviour of another to simply ask the harasser to stop, or make it clear that the behaviour is unwelcome. If this is appropriate then the volunteer should do this. However, such an approach may not be appropriate and volunteers should feel able to raise matters at any time with ‘Name of appointed person’.
Sample Confidentiality Agreement

Confidentiality Agreement

I understand that my voluntary work with ‘your name’ ‘Good Neighbour’ scheme will involve handling client information and sensitive data.

I agree that I will not discuss any client information with any person unless the client or anyone else is at any risk. In this circumstance I will only report concerns to the ‘appointed person’.

Failure to respect this confidentiality agreement is regarded as both a breach of the Data Protection Act 1998 and a breach of ‘your name’ ‘Good Neighbour’ scheme policy, which will result in the cessation of voluntary involvement with ‘your name’.

Signed: .................................................................

Name: .................................................................

Date: .................................................................
Sample Safeguarding Policy

**Safeguarding Vulnerable Adults Policy**

‘Scheme Name’ is committed to ensuring that vulnerable people who use our services are not abused and that working practices minimise the risk of such abuse and any instances of possible abuse are identified and reported.

**Definition**

Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

Abuse can include: physical, financial, material, sexual, psychological, discriminatory, emotional abuse and neglect. Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

**Rights & Responsibilities**

**Responsibilities of ‘Scheme Name’:**
- To ensure volunteers are aware of vulnerable adult’s need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To DBS check volunteers that have access to or work with Vulnerable Adults

**Responsibilities of ‘Scheme Name’:**
- To be familiar with the vulnerable adult protection policy
- To take appropriate action in line with the policy of ‘Scheme Name’
- To declare any existing or subsequent convictions.

**Support for those who report abuse**

All those making a complaint or allegation or expressing concern should be reassured that:
- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk

**The Vulnerable Adult has the right:**
- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

We are also committed to reviewing our policy and good practice annually.

Chairman’s Signature: ___________________________  Adopted on: ___________________________

Reviewed date: ________________________
Lone Working Policy

1.0 Introduction
‘Scheme Name’ is committed to ensuring, as far as is reasonably practicable, the personal safety of its volunteers. It should be clearly understood by all concerned that in any situation, the reduction of risk and avoidance of untoward incidents is of paramount importance. Where visitors or clients are involved, the emphasis must be on safeguarding them from harm, even in cases where they contribute to the disturbance.

2.0 Definitions
‘Scheme Name’ defines
a) Lone Worker – is someone who works by themselves without close or direct supervision. Volunteers are also considered to be working alone if they have neither visual nor audible communication in the event of an incident.

3.0 Monitoring and Review
The ‘appointed person’ shall ensure that this policy is reviewed annually and in the light of:
  a) Any significant changes in working practices
  b) Any changes in statutory legislation
  c) An incident occurs that requires improvement in practice

4.0 Compliance
Failure to comply with the requirements of any of ‘Scheme Name’s health and safety policies and procedures, may result in disciplinary action.

5.0 Safe Working Arrangements
Establishing safe working arrangements for lone workers is no different from organising the safety of other visitors, clients and volunteers. Lone workers should not be exposed to significantly higher risks than others who work together.
Precautions should take account of normal working conditions and foreseeable emergency situations e.g. fire, equipment failure, illness and accidents.
When considering safe working arrangements ‘appointed person’ will follow a hierarchical system based on the following:
  a) Assessment of the seriousness of the risk
  b) Avoidance of the risk
  c) Control of the risk to be greatest possible degree
  d) Provision of Personal Protective Equipment (PPE) and security equipment/facilities where appropriate.

Incidents can have a detrimental effect on the individual. ‘Appointed person’ is to ensure that volunteers are properly cared for after such incidents. Even those volunteers not directly affected can be subject to anxiousness and concern. It is important that all volunteers are informed of the basic details and any counter measures as soon as possible.

Manual Management system for lone workers
• Location board/book for staff whereabouts
• Full details of person being visited e.g address, time, contact number, time due back
• Worker being able to raise alarm or request help e.g. mobile phone
• Periodic reporting to base office to confirm whereabouts or any changes in arrangements
• KEY word to raise alarm
• Designated ‘Buddy’ working, to confirm last visit completed safely at the end of the working day
• System of response if lone worker fails to return or make contact with office.
6.0 Transporting Cash
Volunteers carrying cash to the bank should consider their safety; look at varying the routes taken and the times at which the visits are made. Wherever possible, the visit should be accompanied. If attacked, volunteers should immediately surrender the money, run as fast as possible away from the scene and only call the Police when in a safe position to do so. The safety of volunteers is primary; that of money is secondary.

7.0 Lone Workers in Office/Centre and Other Work Based Premises
Where there is a situation where members of volunteers and volunteers are in a lone working scenario, they should where possible ensure most/all of the following items is adhered to:

a) Ensure that you have control of the access to the building or room
b) Lock yourself in, whilst ensuring you can get out quickly if necessary
c) Only give access to others if you are sure that you know who they are
d) Arrange for someone to ring you at a predetermined time to check that you are all right
e) Check on means of escape from the building in an emergency e.g. fire doors
f) Check you have access to a telephone
g) Try to plan appointments so that other people are in the building with you
h) Keep valuables – handbags, cases, equipment, mobile phones out of site
i) If you are assaulted or threatened contact the Police immediately on 999
j) If you are verbally abused or receive indecent telephone calls report the matter immediately.

8.0 Lone Workers undertaking Home Visits and Travelling
Both ‘appointed person’ and volunteers have a responsibility to ensure working arrangements are as safe as possible. A key factor in this is the ‘appointed person’ (or other volunteers) knowing where volunteers plan to be and for there to be the means for two way communication whenever possible.

A list of planned visits, with estimated times, should be available to the ‘appointed person’ or at an appropriate base. This should include a contact telephone number and address.

Where there is a situation where members of volunteers are in a lone working scenario undertaking home visits or travelling, they should where possible ensure most/all of the following items are adhered to:

a) Plan your route.
b) Try to visit in daylight or with someone else
c) Telephone the client prior to the visit to confirm your visit and to ensure that they will be there
d) Always show your identification, confirm who you are and why you are visiting, wait to be invited in.
e) If on arrival at a client’s home, you meet with a situation that you did not expect to which gives you concern, leave and make other arrangements
f) You should never enter a house if you are suspicious
g) Carry out your own risk assessment on the doorstep before you enter. If you feel uncomfortable, make an excuse and leave or ring with coded message for support.
h) If a visit takes significantly longer than planned, make contact with base to update them on your revised plan and timetable
i) Always remain alert to changes in mood and movement.
j) Domestic pets and other animals can present problems. If you feel unsure or unsafe ask the client to remove them to another room/place
k) Keep car doors locked when travelling
l) Keep valuables out of sight in the car
m) Try to park in open, well-lit places
n) If someone approaches you when you are stopped lock all doors. Open your window a fraction to allow conversation. Only offer to help if you are sure the situation is genuine. If you have a mobile phone, offer to call for assistance whilst remaining in the car.
o) When returning to your car, have the key ready and enter quickly. Lock the doors as a routine.
p) Avoid walking in isolated or poorly lit places or in subways whenever possible that the necessary safety precautions are carried out.
9.0 Supervision
Although lone workers cannot be subject to constant supervision, it is still ‘Scheme Name’s duty to ensure their health and safety at work. Supervision can help to ensure that volunteers understand the risks associated with their work and that the necessary safety precautions are carried out.
The level of supervision required is a management decision, which should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

10.0 Training
Appropriate training needs to be identified, developed, implemented and monitored to meeting differing volunteer needs as identified through Risk Assessments.

11.0 Roles and Responsibilities

11.1 Chairman or equivalent
11.1.1 Shall have overall responsibility for ensuring compliance with Health and Safety legislation.
11.1.2 Shall ensure that this policy is reviewed annually and in the light of any failure of the system and/or changes in statutory legislation.
11.1.3 Shall ensure that adequate resources are made available to implement the policy and carry out any remedial action or amendments to this policy.

11.2 Line Managers or equivalent
11.2.1 Shall identify those volunteers and ensure that risk assessments are carried out as necessary and arrangements implemented to reduce the risks.
11.2.2 Shall review operations to identify situations where volunteers may be exposed to foreseeable risks.
11.2.3 Shall produce risk assessments and implement controls, reviewing their effectiveness at intervals not exceeding 12 months or when a significant change in circumstances occurs and following any incident.
11.2.4 Shall establish clear procedures to set limits as to what can and cannot be done whilst working alone, and where appropriate, when to stop work and seek advice.
11.2.5 Shall ensure that lone workers are fit for the full range of duties.
11.2.6 Shall when planning changes in service provision take account of possible risks to safety and make arrangements for their avoidance or control.
11.2.7 Shall monitor report incidents or near-misses to ensure that correct action is taken to prevent a recurrence.
11.2.8 Shall ensure volunteers receive appropriate training.

11.3 Volunteers
11.3.1 Consider the potential risks associated with lone working and are required to follow any specified procedures laid down.
11.3.2 Shall report to their manager any problems whilst working alone.
11.3.3 Shall take reasonable care of themselves and other people affected by their work and co-operate with their employers in meeting their obligations.
11.3.4 Shall be personally accountable for their actions and responsible for ensuring they comply with the agreed procedure.
11.3.5 Ensure all Health and Safety incidents, due to lone working, are reported to their line manager or equivalent and recorded.
Useful Websites and Contacts

Local Councils
East Sussex County Council
Switchboard 0345 608 0190
http://www.eastsussex.gov.uk/default.htm

Eastbourne Borough Council
Switchboard 01323 410000
http://www.eastbourne.gov.uk/businesses

Polegate Town Council
Switchboard 01323 488114
http://www.polegate-tc.co.uk/

Hastings and Rother District Council
Switchboard 01424 787000
http://www.rother.gov.uk/business

Policies and Procedures
Social Care Institute for Excellence
Switchboard 020 7535 0900
http://www.scie.org.uk/

Help with Funding
Funding Central
http://www.fundingcentral.org.uk/default.aspx

Esmee Fairbairn Foundation
Switchboard 020 7812 3700
http://esmeefairbairn.org.uk/

East Sussex County Council
http://www.eastsussex.gov.uk/community/funding/default.htm

Supporting Volunteers
3VA
Switchboard 01323 639373
https://www.3va.org.uk/

Volunteering England
Switchboard 020 7713 6161
http://www.volunteering.org.uk/