



Working with Rural Communities

In Leicestershire & Rutland



# **VOLUNTEER INDUCTION PACK**

**2019**

Dear Volunteer,

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

The management group is confident that by pulling together we will be able to make a real difference to the quality of life of our villagers.

We are pleased to supply you with this Volunteer Induction Pack. Please read through it carefully and then keep it in a safe place for future reference. You will need to return some of the forms to the management group.

Your pack contains:

- Volunteer Guidelines
- Work Record Form
- Expenses Form
- Volunteer Information Sheet
- Volunteer Driver Registration Form (for drivers only)
- Insurance Company Notification Form (for drivers only)

If you have any questions please contact any member of the Management Group.

## Volunteer Guidelines

### Helping you to help your community

#### Why Volunteer?

*Volunteering is a highly rewarding activity because it:*

- *Benefits the individual volunteer;*
- *Benefits the client of the scheme;*
- *Benefits wider society as public culture becomes increasingly socially responsible and caring.*

As a volunteer you may often need to go unaccompanied into a client's house or to take them in your car. These volunteer guidelines have been written to help encourage safe and enjoyable volunteering, but are not intended to be a comprehensive list of do's and don'ts.

Once you have read through the guidelines you should keep them in a safe place for future reference. If you experience any problems as a volunteer you should contact the scheme's coordinator via the WGNS phone number. If they are unable to help then please contact either the WGNS Chair or Secretary.

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

It may be possible to organise appropriate training to help volunteers to deal with tasks confidently and successfully. Courses available may include Community Car Driving, Moving and Handling, Basic First Aid, and Food Hygiene Certificate.

**Read on for guidelines to happy volunteering**

## Volunteer Guidelines

### Working with people & home visits

*Please make sure you know all the details about the task being requested before you accept the job. Be sure you know what will be expected of you by the client. Make sure you have noted the client's address and phone number.*



- When home visiting always show your identity card.
- Explain clearly who you are and why you have come – the coordinator will have told the client who to expect.
- Ask the client to make 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 coordinator.
- Unless you feel comfortable, avoid being alone in the house with a client. Leave if you feel unsafe. If you feel uncomfortable ask the coordinator not to send you there again and say why.
- If you are concerned about a client always tell the coordinator.
- Do not take any action to place yourself in danger. Never attempt to lift or move anyone because this action could cause injury to you or the client. Efforts are taken at the booking stage to ensure that all clients travel in the most appropriate vehicle.
- If a client falls, you must report this to the phone coordinator as soon as possible. Do not try to haul the client to their feet. Instead, place a chair or similar object next to them so that they can use this to lift themselves. If the client requires first aid attention and you are confident that you can help, you should administer first aid. If the client is unable to stand call an ambulance or dial 111, the paramedics don't mind and it's the right thing to do.

## Volunteer Guidelines

### Driving and Giving Lifts

*Please make sure your car is in roadworthy condition and that is correctly taxed and insured, with a current MOT certificate if the car is more than 3 years old.*

*Volunteer driving does not increase your car insurance premium. This was agreed by members of the Association of British Insurers in 1984.*



- Make sure you are clear about where you are taking the client.
- Make sure that you and your passenger are wearing seat belts.
- Make sure that you park in a designated parking space or zone and pay a parking fee if required. This should be recovered from the client or possibly the scheme's funds.
- Before taking the task you should agree with the coordinator whether or not you will be required to wait during the client's appointment.
- Make sure that you have plenty of fuel before starting a journey
- Make regular checks on tyres, lights, seatbelts, windscreen wipers and engine coolant levels. A professional mechanic should make regular checks on your car's brakes and steering.
- Take your mobile phone with you if you have one.
- If you are unsure about helping elderly passengers into and out of the car consider taking a Community Car Driving course.

## Volunteer Guidelines

### **Working outside and doing odd jobs**

*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 coordinator.*

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

- Be very careful when lifting. Only lift or carry items that you can easily manage. Use a wheelbarrow or trolley if available. If in doubt do not attempt the lift 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!!***

- If you have an accident during the course of volunteering you must inform the coordinator by phone initially and the scheme in writing as soon as possible.
- If you are injured or feel unwell 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 0541 545 500.

## Volunteer Guidelines

### **Disclosure and Barring Service Checks**

*All volunteers who want to interact with members of the community as part of the Good Neighbour Scheme will have to take an Enhanced Disclosure and Barring check in order to comply with the Scheme's Policy. So-called "Passport Checks" may be recognised for those holding them, for new volunteers from similar organisations, solely whilst we undertake a new check.*

Enhanced DBS checks are for positions involving greater contact with children or vulnerable adults. In general, the type of work will involve regularly assisting, supervising, training, or being in sole charge/contact with children or vulnerable people.

Assisting an elderly person with their shopping, transport or providing a sitting service would classify as needing an enhanced DBS check.

Applications are handled in strict confidence by our liaison officer.

Applications can take up to 12 weeks to process though are usually much quicker. Results of checks will be given direct to the applicant, but sometimes we would receive minimal notification of the result, and may ask to see the certificate.

At the management group's discretion, a photo identity card will be issued to approved volunteers.

As Disclosure Certificates only cover previous histories, it may be necessary to make new checks at a later date.

The following form is for you to keep a record of  
your completed work and expenses.  
Copies may also be downloaded from our website at

[www.whissendinegns.org.uk](http://www.whissendinegns.org.uk)

A copy of the WGNS Work Record form should be returned to the  
scheme's data coordinator on a monthly basis.



Name:  
 Tel. No.  
 Email:

# WGNS WORK RECORD

Please send this to the Statistics collector at the end of each month

<u>Date</u>	<u>Client's Name and Address</u>	<u>Work Carried Out (If transport outside the village fill in the next four columns)</u>	<u>Destination if outside the village</u>	<u>Standard fee received</u>	<u>Subsidized fee received 50%</u>	<u>Amount to be reclaimed from WGNS 50%</u>

**Informal arrangements:**  
 If you have given assistance on an informal basis but do not wish to identify the recipient(s) please indicate here

No of occasions       No of recipients

The Volunteer Information forms on the following pages must be completed, signed, and returned to the management group before you undertake any tasks as part of the Whissendine Good Neighbour Scheme.

If you intend to become a volunteer driver, you will also need to complete the Volunteer Driver Registration form and the Insurance Company Notification form. The latter should be sent to your Motor Insurance Company.

# VOLUNTEER INFORMATION



Volunteer's name	
Address	
Telephone number*	
Mobile number*	
Email	

\* Please indicate the best number to contact you on

## TYPE OF VOLUNTARY WORK

tick or type yes

Driving to hospital/clinic/doctors*	
How many people can your vehicle take?	
Could you wait for a return journey?	
Could you assist a wheelchair user/put wheelchair in your car?	
Shopping/errands/collecting prescriptions/pensions	
Help with (non legal) form filling	
Gardening/domestic work in an emergency	
Internet/IT advice	
Befriending or chaperoning for hospital visits	
Assistance with pets	
Administration of the Good Neighbour Scheme	
Holding the mobile phone for a week on a rota basis	

\*If you are prepared to drive please fill in the 2 following pages

I am happy to join the Whissendine Good Neighbour Scheme and to be DBS checked.

Signed ..... Date .....

Please sign and date this form and return to any member of the Management Group.

# Volunteer Driver Registration Form

## Driver's details

Name:

Address:

Date of birth:

## Driving Licence details

Expiry date:

Endorsements: Yes/No (If yes, please give details separately)

## Car details

Make & model:

Registration no.:

MOT Expiry date:

## Car Insurance details

Insurance Co.:

Policy number:

Renewal date:

## 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 road- worthy 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 any member of the Management Group

NAME:

ADDRESS:

DATE:

To: (Insurance Company).....

Re: (Policy Number) .....

Dear Sir/Madam

I intend to undertake voluntary work and, from time to time, I will use my vehicle to carry passengers or to carry out other duties, as requested. I will receive a mileage allowance for these journeys to cover the running costs of my vehicle in accordance with Section 1(4) of the Public Passenger Vehicles Act 1981, which exempts me from both Passenger Service Vehicle and Hackney Carriage / Private Hire Car licensing laws. Such expenses will be claimed strictly on a non-profit basis.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving – please use the “tear off” strip below. Please also confirm that my insurance policy contains a clause indemnifying the agencies with which I am a volunteer against third party claims arising out of the use of my vehicle for such voluntary work.

Yours faithfully

(Policy Holder)

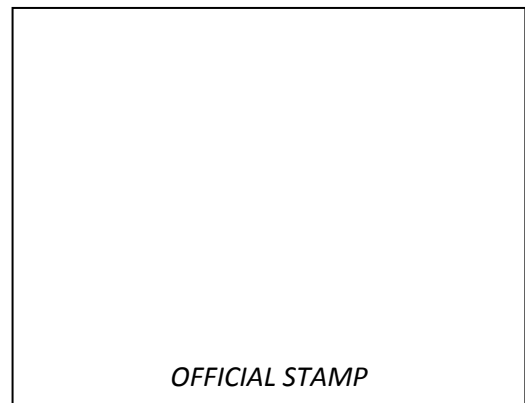
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From: (Insurance Company).....

Re: (Policy Number).....

POLICY HOLDER / DRIVER.....

This is to confirm that your insurance policy covers voluntary driving (for which a mileage allowance may be received). This also confirms that the above policy contains a clause indemnifying the agencies with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work.



ISSUED BY:.....

DATE:.....