Northamptonshire ACRE

Emergency Community response
Document pack

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www.northantsacre.org.uk

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Contents

Who are Northamptonshire ACRE?

- An independent charity based at the Hunsbury Hill Centre
- Work with rural communities in Northamptonshire
- An infrastructure organisation providing advice & support on:
  - ✓ Community planning & engagement
  - ✓ Affordable housing
  - ✓ Rural services particularly community facilities, shops, pubs, Post Offices
  - ✓ Transport issues
  - ✓ Broadband
  - ✓ Funding advice for projects
  - ✓ Energy advice – individual and parish
- One of 38 Rural Community Councils in England that form the national ACRE network.

- We have been awarded over £272,000 from the National Lottery Community Fund to establish a further 30 Good Neighbour schemes in Northamptonshire over the next 3 years.

What is a Good Neighbour scheme?

- Good Neighbour Schemes are run by local volunteers who provide support for neighbours who may need help on an occasional or regular basis.

- For older people, this support may enable them to live independently in their own homes and communities for longer and reduce feelings of isolation and loneliness

- It is low level, reliable support. Tasks like: Fetching a paper, groceries or a friendly phone call to reduce isolation.

The Benefits

Good Neighbour Schemes can benefit local volunteers as well as the people they are helping.

For someone volunteering their time, the scheme is a chance to:

- Get involved with your community and do as much or as little as you want. There's no need to feel awkward if you can't always help.
- Meet new people who you might not have met otherwise, including those from different generations.
- Make use of whatever time you have to spare as well as particular skills you may have, such as IT or gardening expertise.

For more information about Good Neighbours schemes email:
Jennifer.hedges@northantsacre.org.uk

Important information about this document

This document and the advice contained in it has been developed in response to the Covid-19 pandemic. The policies and advice have been adapted to be practical in an emergency and are written to comply with government guidance at the time. The situation is changing daily, and we recommend you follow current government advice, remember that this may not be the latest version of this document. Not all the example policies and procedures will be appropriate for your scheme. You will need to adapt them to your scheme and situation.

The latest government response, with a range of information, can be found at: https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response

After the Covid-19 pandemic ends its advisable to re-evaluate your policies and ensure they meet best practice and legislation.

If you are an existing scheme, we recommend you adapt your current policies and procedures to the latest government guidance, please contact us for more advice about this.

General Advice for informal groups supporting their Neighbours on a local street level

Think about what you might do for a neighbour, and if it complies with government advice.

Ordinarily Good Neighbours would be able to offer services like: giving a lift to the shops, changing lightbulbs, and accompanying them to a doctors appointment. However these activities involve too much social contact.

What sort of things can you offer?
- A friendly chat on the phone to someone that is lonely
- Delivering a paper or groceries
- Walking a dog
- Helping with the garden

Things to steer clear of!
This isn't an exhaustive list, but here are a few examples of volunteering offers you should steer clear of for safety and safeguarding reasons:

- Services that should be done by professionals or care services- even if you are a carer with a DBS.
- Offers for childcare- Even if you are a teacher/ childcare worker with a DBS
- Offering to take cash out using a card
- Going into someone's home

Being an admin on a Facebook group

Facebook is a great way to gather lots of volunteers quickly, but you need to manage it carefully, some people use Facebook for personal gain or to provoke others. Be aware that not everyone is on Facebook and you don't want to exclude people from working together. You could also try connecting with others on 'Nextdoor' or via email.

Facebook groups are seeing a lot of people joining quickly and numbers of people in a group can get very large, it's a good idea to get a team of volunteers to work as moderators.

Moderator Rules

Set some basic rules for your moderators to follow. Here is an example of what you might like to include-

Approving New Members
1. Ensure they have answered 'Yes' (or similar) to the pre-question around reading the Announcement documents
2. If they appear to be outside the UK then Decline

Approving Posts
1. Posts should be focussed on offers of help and include a location where possible
2. Decline posts sharing information that is not factually-based i.e. rumour, hearsay, and health advice that is not a link to an official source
3. Decline anything that will offend or upset anyone
4. Decline posts advising of supplies available in specific shops in the area- this gives an unfair advantage to those on Facebook, and puts elderly or vulnerable people at risk.
5. Posts from local business/business owners where they are offering a product or service should be declined
6. Decline anything which is advertising or self-marketing
7. Decline anything which is religiously or politically motivated
8. The sharing of news articles is OK as long as they are from sensible sources e.g. charity pages, UK-based news sources

Moderating Posts (All rules above apply to comments on posts also)
1. Any posts which are reported by another member should be dealt with as soon as possible. Deleting posts can cause wider upset than you think so default action is to set the post to 'No Comments'
2. If anyone commenting on approved posts in a political, offensive or aggressive manner, if clearly inappropriate, delete. If unsure copy to group admin for a group decision on the offender's membership.
3. Anyone posting offensive media in comments should be blocked from the group and their post deleted asap

Keeping yourself and others safe - Advice for Volunteers

If you suspect you may have been infected or someone you live with becomes infected stop volunteering immediately. If you are working with others, or as part of a wider group let them know and follow the recommended government advice.

The best advice is to keep things small and safe, try to stick to the houses on your street and where you are known.

Don't commit yourself to too much, it is easy to say yes and get quickly burnt out.

Don't be afraid to say no if you aren't available, or if you think a request is inappropriate.

Let a friend or family member know where you are going and what time you expect to be back. Take a charged mobile phone with you

Once you have helped someone, make sure you destroy any personal details you may have such as their name and address.

It's not advisable to enter anyone's home, under any circumstance.

If you are helping with shopping, keep transactions small and essential, do not let anyone give you their bank card, ensure you hand over a receipt, and photograph the receipt for your own records. Place the groceries on the doorstep to avoid hand to hand contact.

FAQ

My volunteers are struggling to find food to give to people in need?

Some shops are open to working with Good Neighbours Groups, and other businesses such as pubs, are buying in bulk and distributing, it may help to ask around the local community if they can help. We are watching the situation and hoping that food purchasing restrictions start to ease the situation.

Someone needs groceries, but doesn't have any cash left!

Some smaller shops are taking payments, a self isolator may be able to send a bank transfer, or food may need to be donated for free (where possible) If you feel a vulnerable person is at risk in this situation you should take steps to refer them to an appropriate organisation.

I'm worried about vulnerable people being exploited

This is a legitimate concern, and there is always a risk in these situations when people are more likely to fall prey and trust people they wouldn't normally, we would encourage any community group helping neighbours to get policies and procedures in place to help protect the vulnerable from being exploited.

How can we handle money without increasing risk?

Some schemes have been using a plastic bag system where the money is sealed in a sandwich bag and then bagged again by the volunteer.
Some schemes have been using gloves.
Others are using a vigorous hand washing system.

Do we need insurance?

Yes if you are a community organisation you will need to get insurance, please contact Northamptonshire ACRE for more information.

I'm worried about parents that normally get free school meals? How will they afford the extra food costs?

The government is working to help these parents, coordinating with schools, please see:

This guidance will help schools and local authorities to continue providing free school meals to eligible pupils where:
the pupil has to stay at home because they and/or wider family members are displaying coronavirus (COVID-19) related symptoms the school is only open for certain groups or is closed temporarily

https://www.gov.uk/government/publications/covid-19-free-school-meals-guidance

Should we have policies and procedures?

It's a good idea to have some policies and procedures to help keep yourself and others safe, see the next section for help with this.

What happens after the pandemic?

We think Good Neighbours schemes and other voluntary community groups a brilliant way to help others, and they are proven to work, people need help all the time, not just in a pandemic, so consider becoming a permanent community group, you'll be able to continue to support people, and you will be able to apply for funding to help support you! Consider becoming a Good Neighbour Scheme! The following sections provide more information about this!

Advice for groups operating on a larger Neighbourhood scale

Becoming an official group

If you are a large group carrying out a coordinated effort and sending volunteers to people who are not their neighbours and you think you will continue to do so after the COVID-19 emergency, it's time to start formalising your group.

At this point it's a good idea to make contact with Northamptonshire ACRE as we can guide you through the whole process. Please contact Jenni Hedges: jennifer.hedges@northantsacre.org.uk.

Benefits of becoming an official group
- You can apply for funding to help publicise and support your scheme with resources such as a mobile phone, laptop or magnets to advertise what you are doing.
- You will help build a more friendly community
- You will help reduce isolation and loneliness
- You can help support older people to live at home longer.
- Access to free training
- An online forum to chat to other groups
- Regular get togethers

Things to consider
- Is there a need, are there people that are isolated, vulnerable or in need of help in your area.
- Do you have enough people to help run the scheme - You need a team of 2-4 volunteer coordinators to share the load and a pool of volunteers who can help with tasks.

New Volunteers

Start with a chat about why they would like to volunteer and ask them to fill out a volunteer form (example below). Good Neighbour schemes carry out checks at this point. Check ID using a driver's licence or passport and a bill, if they have a DBS ask to see the certificate. Keep a record of ID, this could be a photograph or photocopy.

People handling money ideally need a DBS check, however it is unlikely that this is possible in an emergency situation. Prioritise volunteers with a DBS. To reduce risk, ensure that you have verified their name and address, take a photo of all volunteers. Some schemes allocate volunteers a number and give an ID badge so that the person being helped can be sure the person at the door is the person that was sent to help them.

Dropping off groceries (without handling money) and phone calls wouldn't require a DBS check, and its not appropriate to automatically DBS all your volunteers - it should depend on the tasks being carried out.

 For more guidance on DBS refer to the government advice:

https://www.gov.uk/dbs-check-applicant-criminal-record

Keep a database of all your volunteers and the tasks they can carry out, and at what times. Record if you have seen ID, and DBS for your records. Keep images of these documents on file.

Example volunteer form:

REGISTRATION FORM

Thank you for considering offering help to your *local area* [e.g. area or village name] neighbours. We need to know a few things about you before you can start helping out, it's easiest if you fill out the form below.

Name:	
Address:	
Date of Birth:	
Phone Number:	
Email:	

By providing ... ... cal area** G... ... securely according ...

DBS Chec... ... (DBS) check. If ... ... We can also acce...

> THIS IS A TEMPLATE FOR THOSE STARTING THEIR OWN GOOD NEIGHBOURS SCHEME.
>
> YOU'RE ENCOURAGED TO ALTER THIS FOR YOUR OWN PURPOSES
>
> REMEMBER TO DELETE THIS BOX AND OTHER PROMPTS BEFORE DISTRIBUTING

For Administration purposes				
Attendance date				
Code of Conduct signed	◯			
DBS	Has/To Do	Number:		Date:
Privacy Notice Supplied	◯			
Copy on File	◯			

On the next page is a list of ways in which you can help. Please tick all that you can do.

Please tick in which way you can help:

SHOPPING	TRANSPORT
◯ "Do you need any odd items from the shops?"	◯ Collect someone on your way to events
◯ Putting in / picking up prescriptions	◯ Help book transport with other services
◯ Help with Post Office or banking	◯ Emergency lift at short notice
◯ Collecting a parcel from the sorting office	"Or I could…"
◯ Sending / Collecting parcel vial Hermes, DHS, FedEx, Royal Mail, et cetera	
◯ Helping with supermarket / weekly shop	
"Or I could…"	

COMPANIONSHIP	ADMIN & MISCELLANEOUS
◯ A friendly visit	◯ Changing a lightbulb
◯ Company at village events/doctors, et cetera	◯ Getting something from a loft
◯ A daily morning chick-in with someone	◯ Reaching something in a high or low cupboard
◯	◯ Walking a dog when conditions are icy
"Or I could…"	◯ Helping with paperwork
	◯ Setting up a mobile phone, email, et cetera
	◯ Assembling flatpack furniture
	◯ Changing a duvet cover
	"Or I could…"

HELPING OTHER VOLUNTEERS	GARDENING
◯ Offer to pet-sit if someone is in hospital	◯ Putting the green bin out
◯ Freeze portions of a meal for someone	◯ De-icing a path
◯ Fix small household items	◯ Unclogging a gutter
◯	◯ Watering plants for a short time
"Or I could…"	"Or I could…"

UNABLE TO GET OUT?
◯ Help co-ordinate
◯ Lend equipment
◯ Regularly call for a chat
"Or I could…"

Coordinating others

Advice for Coordinators

If you suspect you may have been infected or someone you live with becomes infected stop volunteering immediately and let your coordinator know, follow the recommended government advice.

Don't commit yourself to too much, it is easy to say yes and get quickly burnt out.

Don't be afraid to say no if you aren't available, or if you think a request is inappropriate.

Let a friend or family member know where you are going and what time you expect to be back. Take a charged mobile phone with you

Match the client to the closest volunteer offering the service, prioritising those with a DBS if they will be handling money.

Once you have helped someone, make sure you destroy any personal details you may have such as their name and address.

It's not advisable to enter anyone's home, under any circumstance.

If you are helping with shopping, keep transactions small and essential, do not let anyone give you their bank card, ensure you hand over a receipt, and photograph the receipt for your own records. Place the groceries on the doorstep to avoid hand to hand contact.

We can send you a blank excel sheet, with headings to help you store volunteer and client data.

Data Protection

Once you have helped someone, make sure you destroy any personal details you may have such as their name and address.

Make sure that you let people know how you will use their data, what you will use it for and how long it will be stored. You must also give an option for someone to retract their data.

Don't share someone's data with a third party.

Keep data securely, it's a good idea to keep that data only to the coordinator group.

When giving data to a volunteer, ensure you have the client's permission, and you only give the information needed. You don't need to go into too much personal detail. Stick to the essentials for carrying out the task!

Photos are considered personal data, so don't share photos of someone without their permission!

Where WhatsApp links are published there should be a GDPR statement e.g. by joining this group you will be in touch with members of x working group for the purposes of organising x. Your number will be visible to all other participants in the chat. By joining the group, you agree to this.

Any data no longer required should be deleted, you should specify in your data protection policy how long you will keep coordinators data for before removing them.

Create a data protection policy.

Example Data protection policy

1.	NAME *Whose policy*	<mark>Name of Scheme</mark>, hereafter called "the Scheme"
2.	INTENTION *Why*	The Scheme has been set up to aid, include and involve all in our community. The Scheme requires total confidentiality in its dealings with the public.
3.	STATEMENT *What we will do*	Confidentiality is expected between all committee members, members and volunteers working in the scheme.
4.	ADMINISTRATION OF VOLUNTEERS, USERS AND ASSOCIATED ORGANISATIONS *The Scheme's records*	All surveys and similar are to remain confidential, i.e. no names and addresses are to be disclosed to the public, however, lists may be provided for the circulation of relevant open communications. Any names and addresses and associated business disclosed to members of the committee, are NOT to be divulged outside of any pertinent meeting.
5	PERSONAL INFORMATION OF USERS *The user's needs and circumstances*	Volunteers must ensure that all information regarding users must be kept completely confidential at all times, even where the client may be known to other people that the volunteer knows. Care must be taken not to discuss users or to discuss confidential information in any setting where others may be able to hear the information nor to share information via email or text message Information about users must never be shared on any form of social media. This includes, but is not exclusive to, Facebook, Twitter, Snapchat, WhatsApp etc
6.	SAFEGUARDING *If an issue arises that 4 & 5 must be used*	There is to be a strict policy of one to one contact ONLY, between the Safeguarding Designated Officer and each separate individual volunteer with regard to applications for Safeguarding Certification. In cases of doubt (or other problems), the Safeguarding Officer must ask the volunteer's permission to seek the advice of the Chair. Where a referral is required, the organisation is duty-bound to reveal the personal information to the authorised organisation eg Social Services.

6.	DATA PROTECTION *What if the check highlights an issue*	The Scheme will adhere to all the requirements of current and future legislation and guidance on Data Protection, including GDPR. All information about users will be stored on a password - protected laptop and all users will be informed that their data will be held, with their permission. User Permission will be confirmed by the Risk Assessor when first contact is made. Volunteer permission for data retention via signing up form. Volunteers are issued with a Data Privacy Notice. The Scheme will not provide users with personal details of the volunteers.
7.	BREACHES *What to do when confidentiality has been breached*	If a volunteer has breached confidentiality, the Complaints Policy should be followed, potentially resulting in that member being removed from the Scheme. It is the Secretary's duty to ensure compliance by the organisation to this policy. Any breaches of data will be reported to the owner as soon as is practicable.
8.	FEEDBACK *If you notice some way we can improve…*	The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on: email@gmail.com
8.	REVIEW *When we will look at this policy again*	The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.

We certify that this is the Confidentiality and Data Protection Policy of the Name of group Scheme which was adopted at a meeting held on:

Date:
………………………………………………………………………………………………

Chairperson:
……………………………………………………………………………………………

Secretary: ……………………………………………………………………………………………

Safeguarding

Whilst running your scheme you or your volunteers may come across vulnerable people and safeguarding issues.

Be responsible for your volunteers, ensure they have had safety advice, communicate a lone working policy with them. Risk assess all activities.

Ensure anyone going into the community knows to speak to a nominated coordinator if they have any concerns about the wellbeing of vulnerable child or adult. Ensure you have the details for the Child Safeguarding Team and adult social care.

Prescriptions - collecting prescriptions is high risk. The advice is to avoid doing this unless there is no other choice and only then if very strict measures are put in place. We can support people to access established organisations or pharmacy delivery services. Where possible collection by known people or friends is best.

Example Safeguarding Policy

1.	NAME *Whose policy*	<mark>Name of scheme</mark> **Good Neighbour Scheme**, hereafter called "the Scheme"
2.	INTENTION *Why*	The Scheme has been set up to aid, include and involve all in our community. It is the duty of the organisation to identify risks for vulnerable persons of any age and report it to the relevant authority. We may be in a unique position to notice a Safeguarding issue, and it is everyone's responsibility to report this.
3.	ACTIONS *What we will do*	The Scheme will provide a Designated Safeguarding Officer to support volunteers and ensure adherence to the policy. The Scheme will vet volunteers to an appropriate level, including DBS checks if necessary. Volunteers will follow the H&S and associated policies to maintain their own welfare, including carrying ID and a mobile phone. The Scheme will train the volunteers to spot any issues, and what to do should they notice anything of concern. The Scheme will report any issues of safeguarding to the relevant authorities.
4.	DEFINITIONS *What is Safeguarding?*	This policy is informed by, and adheres, to "Safeguarding Adults Joint Policy and Operational Procedures" and the following legislation: NHS and Community Care Act 1990 Mental Health Act 1983 Public Interest Disclosure Act 1998 Care Standards Act 2000 Care Act 2014 *"Safeguarding"* means protecting an individual's right to live in safety, free from abuse or neglect. Volunteers are not expected to be social workers or have expert knowledge, but there may be an occasion when you visit someone at home and you come away with an uneasy feeling that things are not quite right or safe. In those circumstances this policy may help you decide what to do next. This policy will also raise your awareness of the increasing problem of adult abuse, in case you should ever come across it.

		"Abuse" is a violation of an individual's human and civil rights by any other person or persons. Where this is happening to vulnerable adults : • It may consist of a single act or repeated acts often in a relationship where there is an expectation of trust, which causes harm to an individual. • It may be an act of neglect or a failure to act. • Adult abuse can cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). • Victims may be too afraid, ashamed or embarrassed to raise any complaint. • They may regard what is happening as "normal" and be unaware that they are being abused. • They may be reluctant to discuss their concerns with other people or be unsure who to trust or approach with their worries. • They may be unable to communicate or explain what is happening. *See Appendix A for a chart on types of adult abuse and indicators*
5	**REPORTING** *What to do if you see signs of abuse or neglect*	If a member is told something or sees evidence that raises a suspicion that a person may be unsafe or at risk of abuse, each person has a duty to record the concerns and alert the Designated Safeguarding Officer in the Good Neighbour Scheme. *NB Act immediately if the person is in imminent danger – eg call Police or Ambulance.* The Designated Safeguarding Officer for the Scheme is : the Vice -Chair The Designated Safeguarding Officer will : • Provide a single point of contact for Scheme volunteers on vulnerable adult protection issues • Provide internal consultation to volunteers • Ensure that good working practice is followed by Scheme volunteers • Carry out a risk assessment • Maintain the Safeguarding Records of the Scheme • Contact the adult social services department when necessary – 0344 800 8020 *See Appendix B for a list of advice on Do's and Don't's when someone has reported something to you.*
6.	**DBS POLICY**	See the DBS Policy for information on how we check the suitability of volunteers for their tasks.

	Verifying the volunteers	
7.	**WHISTLEBLOWING** *What to do if you have concerns about a Scheme member*	All organisations that provide services to vulnerable persons of any age should have Whistleblowing Procedures. Whilst volunteers will have been verified, all members and users have individual responsibility to bring matters of unacceptable practises, performance or behaviour to the attention of the Scheme. In the first instance, refer to our Complaints Policy. If the whistle-blower feels unable to follow that Policy, the alternate route is as follows : - Raise the matter with the Designated Safeguarding Officer (or a Committee Member) - Be specific, ideally in writing, with background, history, dates and times A whistle-blower is encouraged to identify themselves – we will abide by our Confidentiality Policy – however if they wish to be anonymous, the report will be assessed, taking into account the seriousness of the matter, the credibility and likelihood of confirmation from an attributable source.
8.	**FEEDBACK** *If you notice some way we can improve…*	The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on: Name of scheme@gmail.com
9.	**REVIEW** *When we will look at this policy again*	The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.

We certify that this is the Safeguarding Policy of the Name of Scheme Neighbour Scheme which was adopted at a meeting held on:

Date:

…………………………………………………………………………………………

Chairperson:

………………………………………………………………………………………

Secretary: ………………………………………………………………………………………

Dealing with Complaints

Example of Complaints Policy

2.	**NAME** *Whose policy*	<mark>**Name of group**</mark> **Good Neighbour Scheme**, hereafter called "the Scheme"
2.	**INTENTION** *Why do we need a policy*	The Scheme has been set up to aid, include and involve all in our community. This policy sets our how we will handle complaints, so all involved have a clear idea of what will happen should a problem arise. *NB Any user can request that a volunteer is not assigned to assist them – or vice versa - but should such a request be deemed to be discriminatory, the member may be subject to removal from the Scheme's register.*
3.	**STATEMENT** *What we will do*	We will investigate, fairly and caringly, should a complaint arise, following this procedure, and take the appropriate action as a result.
4	**ACTIONS** *How we will do this*	The following policies set out how members should behave – this includes volunteers and users of the scheme: • *Equal Opportunities Policy* • *Confidentiality & Data Protection* • *Safeguarding* All volunteers will be trained to provide a service in an effective and friendly way. The Scheme maintains a Complaints Record and it is regularly reviewed by the Chairman of the Committee.
5	**MAKING A COMPLAINT** *How to report an issue*	User : If you would like a volunteer to amend the way they are carrying out a task for you, please try and mention it to them in the first place. They are trained to listen to you in the first instance. If you do not feel that they have listened to you, or you do not feel you can speak to them, you should report the issue to the Users Representative on the Committee. You can do this verbally or in writing. If there is an immediate danger from the volunteer to other members, please contact any member of the Committee urgently.

		Volunteer : Report any incident you feel uncomfortable about to the day's Co-ordinator, and follow up with the Volunteers Co-ordinator should you wish to make a complaint. Committee Member : Make any complaint in writing about a Committee Member to the Chair, or the next senior Committee Member.
6	**INVESTIGATION** *How we will look into the issue*	The appropriate Representative (Users / Volunteers/ Committee Member) will follow up with you within 7 days. The Representatives will inform their counterpart, and together they will investigate the matter. Your Representative will report to you with the result of the investigation and any follow-up action that will be taken.
7	**RESOLUTION** *How we will fix the matter*	Where a complaint is confirmed against a volunteer the Coordinator will take action according to the severity of the complaint as follows: Where the complaint is minor : • the volunteer will be offered additional training to prevent a recurrence of the problem and will not be permitted to work as a volunteer until the training has taken place • A record of the action will be recorded in the volunteer's personal file held by the Volunteer Co-ordinator. • A risk assessment will be conducted as to whether assistance can continue to be offered if the complaint related to a user. Where the complaint is held to be serious: • the volunteer/user will be removed from the scheme Any complaint that relates to potential criminal activity: • will be reported to the police immediately • the volunteer will be suspended from volunteering with the scheme until the police have decided if there is a case for prosecution or other action against the individual (acceptance of a caution, for example) • The user will not receive assistance from the Scheme until the same completion of the police process. • A risk assessment will be completed, and a decision made by the Committee (Quorum – 3+) on whether the Scheme can continue to assist that user, accept the services from that volunteer or Committee Member.

		The report, investigation and resolution will be recorded in the Complaints Record as a permanent record.
8.	**DISPUTE** *If you re not satisfied with the outcome*	Both sides have the additional option of referring the complaint to the Management Committee if they are not satisfied with the initial outcome. This referral must be made in writing and will be considered by 3 members of the Committee within 7 days from the referral being received, and investigated further if necessary. The decision of the committee members will be final.
9.	**FEEDBACK** *If you notice some way we can improve…*	The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on: SchemenameGNS@gmail.com
10.	**REVIEW** *When we will look at this policy again*	The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.

We certify that this is the Complaints Policy of the Scheme name Good Neighbour Scheme which was adopted at a meeting held on:

Date:

…………………………………………………………………………………………………

Chairperson:

…………………………………………………………………………………………………

Secretary: …………………………………………………………………………………………

Health and Safety

Food preparation - food preparation regulations must be followed, someone in the kitchen must have level 2 food hygiene and the kitchen owner/manager needs level 3. Food preparation for someone you know personally is fine. People preparing food for others will be liable if they do not follow food safety regulations.

Anyone volunteering should practice good hygiene, no one who is at high risk (working in public areas or has been exposed to someone with a case) should be volunteering in public.

Avoid using public transport to carry out voluntary activities

Example Health and Safety Policy

1.	NAME *Whose policy*	<mark>Group name</mark> **Neighbour Scheme**, hereafter called "the Scheme"
2.	INTENTION *Why*	There are a wide variety of Health & Safety concerns, relevant to the users, the volunteers and the Officers. This Policy details how these will be dealt with by the Scheme. Further details are explained in additional policies, as directed below.
3.	RISK ASSESSMENT *Understanding what might go wrong and how to avoid it*	See Attached Risk Assessment document, which will be amended as the Scheme develops with identified risks and actions the Scheme will take to minimise these risks where possible. Day Manager will ask for information to make a risk assessment on the task, or arrange for a visit to a new user. Each Volunteer is responsible for carrying out a visual risk assessment upon arrival, and taking the appropriate action should the risk be deemed inappropriate for that volunteer, task or user.
4.	INSURANCE	The Scheme will be insured for : Employers Liability, Public & Products Liability, Professional Liability, Management Liability & Entity Defence.

	Legally required insurance	The Treasurer is responsible for reviewing and renewing the policy annually, informing the Insurer of any changes to the material circumstances. Volunteer drivers must have their own insurance, and provide confirmation that they have informed their insurance company of this type of usage.
5.	**FINANCIAL RISKS** *Safety of money*	To Scheme Funds – see Constitution To Users' assets – see Risk Assessment, DBS Policy; Complaints Policy
6.	**PHYSICAL SAFETY** *Safety of users and volunteers*	For Users Safeguarding Policy, including Whistleblowing Procedures, DBS Policy, Inclusion Policy, Complaints Policy For Volunteers – Risk Assessment, Lone Working Policy, Inclusion, Complaints Policy
7.	**SAFEGUARDING** *What to do if noticing 'something wrong'*	Everyone in a community has a responsibility to notice and report if they suspect difficulties for a vulnerable person of any age. The Scheme has a Designated Safeguarding Officer to oversee any instances of this. See Safeguarding Policy, including Whistleblowing; DBS Policy; Complaints Policy
8.	**CONFIDENTIAL INFORMATION** *Safety of information*	Volunteers may be privy to personal information, both actively provided or passively noticed when they are helping their neighbours. It is very important that the whole community know that their privacy is protected, both from the risk or identity theft, reputational damage, and indeed from idle gossip. See Confidentiality & Data Protection Policy; Complaints Policy
9.	**EQUAL OPPORTUNITIES** *Who we help & who can help*	The Scheme aims to bring extra opportunities for the community to know one another, via the offer of free assistance to all. No-one will be precluded from receiving help, or from offering help, subject to the safety of themselves and everyone else. See Inclusion Policy, subject to Risk Assessment and Safeguarding Policy.

10.	FEEDBACK *If you notice some way we can improve...*	The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on: Schemename@gmail.com
11.	REVIEW *When we will look at this policy again*	The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.

We certify that this is the Health & Safety Policy of the scheme name Neighbour Scheme which was adopted at a meeting held on:

Date: …………………………………………………………………………………………

Chairperson: …………………………………………………………………………………………

Secretary: …………………………………………………………………………………………

Lone working
Example Lone working Policy

2.	NAME *Whose policy*	<mark>Name of scheme</mark> **Good Neighbour Scheme**, hereafter called "the Scheme"
2.	INTENTION *Why*	The Scheme has been set up to aid, include and involve all in our community. It is very likely that volunteers will be delivering services in a setting where they are on their own. This policy aims to mitigate any risks as far as possible.
3.	STATEMENT *What we will do*	Training will be given to volunteers before being allocated tasks. No volunteer will be required to work on their own in any situation where they are not comfortable. The Scheme will conduct a risk assessment of the venue/user for the initial request for assistance. The volunteers will be trained in risk assessment, and should report any changes in circumstances (theirs, the user's or the venue's) to <mark>the Day Manager (or Volunteer's Co-ordinator, or Users' Representative)</mark> that might impact that risk. The task allocation and the completion of the task will be recorded and monitored. No volunteer should accept a task they feel they are not capable of carrying out. If they are unable to carry out the task, they should explain to the user and report back to the coordinator to get someone else to help The Scheme will not release volunteers personal data to a user, it is at the volunteer's discretion if they choose to do so. There is a Complaints Policy in place should a volunteer wish to complain.
4.	LONE WORK TASK PROCESS *The process to ensure a volunteer's safety*	All volunteers are recommended to have a fully charged mobile phone with them when visiting any scheme user. a) A user requests assistance. b) Details taken by coordinator c) (Risk assessment carried out if new user)

		d) Volunteer found
		e) Timeframe set and confirmed with user
		f) Volunteer shows their identity card to the user, and confirms who they are and what they are there to do.
		g) Volunteer checks before entering the property that the user is who they are expecting – do not enter / leave if not.
		h) Once complete the volunteer confirms they have left the property to the day manager.
		The coordinator will not assume any job completed until they have heard from the volunteer. They will contact the Volunteer's Co-ordinator, or the Chair if contact can not be made.
		There is a 'safe word' for use by the volunteer if they are unable to say out loud that they feel in danger.
		The co-ordinator will then take action to resolve the situation.
		This may be by visiting the property or it may go as far as contacting the police.
5	**RESOLUTION** *What happens then*	The Volunteers Co-ordinator will maintain a permanent record of incidents and their resolution. The Committee will review any incidents in depth and take appropriate action. This may be a decision to require two volunteers for any future visits or it may result in the scheme user being barred from further assistance or contacting the police as necessary.
6.	**FEEDBACK** *If you notice some way we can improve…*	The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on: <mark>Scheme name</mark>@gmail.com
7.	**REVIEW** *When we will look at this policy again*	The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.

We certify that this is the Lone Working Policy of the <mark>scheme name</mark> Good Neighbour Scheme which was adopted at a meeting held on:

Date:

……………………………………………………………………………………………

Chairperson:

……………………………………………………………………………………………

Secretary: ……………………………………………………………………………………

We recommend a scheme also have:

- Risk Assessment
- DBS policy
- Inclusion Policy
- Ex-Offender Policy
- Financial Handling Policy
- Incident Policy

For free examples and further advice please contact Jenni Hedges at Northamptonshire ACRE: jennifer.hedges@northantsacre.org.uk

Signposting and referring

If you suspect someone is vulnerable, at risk or in danger, it is vital that you refer them to an appropriate organisation.

Safeguarding concern - Child

Phone the police if the child is in immediate danger.

If there is no immediate danger, but you are concerned about a child's welfare, please report your concern to our Multi-Agency Safeguarding Hub (MASH). This details how to report a concern if you're a child, parent, carer, or professional and what happens after.

https://www.northamptonshire.gov.uk/councilservices/children-families-education/help-and-protection-for-children/Pages/default.aspx

Safeguarding concern Adults

When to report an adult safeguarding concern

The definition of an adult at risk is when a local authority has a reason to believe that an adult in its area (whether ordinarily a resident or not) is:

https://www.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Pages/default.aspx

- If the concern is urgent, contact our **Customer Service Centre on 0300 126 1000, option 2**. The **Emergency Duty** in need of care or support (whether or not the authority is meeting any of those needs)
- experiencing, or is at risk of, abuse or neglect
- as a result of those needs unable to protect themselves against the abuse, neglect, or the risk of it

You may need their consent: For more information and online reporting go to:

Team can be contacted outside office hours on **01604 626 938**.

Other sources of help

Age UK Northamptonshire - 01604 611200

Northamptonshire County Council updates-
https://www.northamptonshire.gov.uk/pages/default.aspx

MIND- https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/

Young Minds- https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/

https://www.gov.uk/guidance/local-resilience-forums-contact-details#england

https://do-it.org/organisations/search?name=volunteer centre

https://navca.org.uk/find-a-member-1

https://www.doctorsoftheworld.org.uk/coronavirus-information/

www.nhs.uk/oneyou/every-mind-matters/

www.elefriends.org.uk

https://qwell.io

https://www.moveitorloseit.co.uk/coronavirus-support-for-older-people-exercise-at-home/

https://www.friendsagainstscams.org.uk/become-a-friend

https://www.thinkjessica.com/

To report a **fraud**, contact:
Action Fraud on 0300 123 2040

To get **advice**, contact:
Citizen Advice Consumer Helpline on 03454 04 05 06

Other resources we can share:

- Constitutions
- Viral Kindness leaflets for posting through letterboxes
- Good Neighbours step by step guide and toolkit
- Client form
- Incident forms
- Keep me informed - forms
- 'Don't Fall for a scam' booklet from the Charity called Think Jessica
- Links to existing Good Neighbour schemes. They are all willing to share resources and knowledge with you as you set up
- Quarterly Good Neighbour network to meet up with other schemes offering coffee, cakes and lots of support!
- And more! If you need something contact us and let us know!

With thanks to all the Good Neighbours Schemes and organisations that have contributed to this booklet.