



Houghton Regis Helpers
07587 004514



Volunteer Welcome Pack and Good Practice Guidelines

Houghton Regis Helpers are supported by Houghton Regis Town Council and
Beds Rural Communities Charity





Houghton Regis Helpers
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Beds Rural Communities Charity
Beds Good Neighbour & Village Care Scheme Network

Dear Volunteer,

Welcome to the Houghton Regis Helpers Good Neighbour Scheme and thank you for your interest in joining us. The organising committee is pleased to supply you with your Volunteer Welcome Pack and Good Practice Guidelines. Please read these through carefully. You will need to return the necessary forms included in the pack to the Secretary and retain the Good Practice Guidelines for future reference.

All volunteers are covered by Public Liability Insurance and you will require Enhanced DBS (Disclosure and Barring Service) clearance before starting as a volunteer. Safeguarding adults at risk is a key priority and the DBS check will be arranged for you, free of charge, through the organising committee. You will also be asked to provide a passport-size photo for your ID card.

This pack should contain:

- **Volunteer Expression of Interest Form**
- **Data Protection Privacy Notice**
- **Volunteer Consent / Permission Form**
- **Volunteer Driver Registration & Declaration Form**
- **Volunteer Driver Insurance Form**
- **Declaration form**
- **Volunteer Good Practice Guidelines:**
 - **Confidentiality and Safeguarding**
 - **Home visits**
 - **Working outside / DIY jobs**
 - **Driving**
 - **Guidelines on e-communication**

If you have any questions, please do not hesitate to contact a member of the organising committee or phone **07587 004514**

Thank you



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Volunteer Expression of Interest Form

Name: _____ Date: _____

Address: _____

_____ Post Code: _____

Mobile: _____ Landline: _____

Email address: _____

Approx age of volunteer: 18 - 25 26 – 40 41 - 65 66+ (please circle)

AVAILABILITY, Please circle potential times you may be available

MON	TUE	WED	THURS	FRI	SAT	SUN
am	am	am	am	am	am	am
pm	pm	pm	pm	pm	pm	pm
evening	evening	evening	evening	evening	evening	evening

TYPE OF VOLUNTARY WORK Please tick the help you may be able to offer

Shopping / errands / prescription collection (could be on foot or by car – which ever suits you)	
Lifts for clients to/from hospital/clinic / doctor appointments / shops / social events (you would need your own insured vehicle, and valid driving licence)	
Befriending / sitting with client	
Small jobs in the home e.g. changing light bulbs; fitting batteries	
Indoor repairs / light DIY	
Outdoor jobs including gardening; lawn-mowing; light DIY	
Filling in forms / writing letters / helping with IT	
Acting as an advocate e.g. phone calls on behalf of client; attend meeting with client	
Being member of the phone rota - matching callers to suitable volunteers	
Being member of committee – meetings held bi-monthly, daytime	
Do you have any other special skills or experience to offer?	

Please return form to: **Secretary, Houghton Regis Helpers**
c/o Houghton Regis Town Council Offices, Peel Street, Houghton Regis, LU5 5EY
 or return by email to: houghtonregishelpers@hotmail.co.uk



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Data Protection: PRIVACY NOTICE – Volunteers

Confidentiality of your personal information is highly important. The Data Protection Act 1998 establishes a framework of rights and duties which are designed to safeguard personal data. This framework balances the legitimate needs of organisations to collect and use personal data for business and other purposes against the right of individuals to be respected for the privacy of their personal details.

As from 25 May 2018, we, the **Houghton Regis Helpers** voluntary organisation, are required to comply with the **General Data Protection Regulation (GDPR)** in relation to how we collect, process and share any personal data which we obtain from you, and for how long the data is retained. The **lawful basis** for processing data relating to you as a volunteer is because it is within the legitimate interests of our organisation to use the data, and we assure you that any personal information gathered will only be used in the context of your volunteering and/or your role as a member of the organising committee.

The data collected from volunteers is obtained through the completion of your Volunteer Expression of Interest form; DBS application; and, where applicable, volunteer driver declaration form. This information is transferred to a secure database by the designated Data Protection Processor (Secretary) and only basic information such as name and contact details is accessible to the phone holders for the purposes of allocating jobs. Personal information relating to volunteers will be reviewed at least every five years if no changes or updates have been made in the interim. If you leave the organisation all personal information and data will be erased from electronic files or shredded if manually filed. If a request is received from a third party for your personal details we will seek your permission and explain the reasons before any information is shared.

Houghton Regis Helpers will ensure that practice and procedures uphold the GDPR rights of individuals. These include:

- the right to be informed
- the right to rectification
- the right to restrict processing
- the right to object
- the right of access
- the right to erasure
- the right to data portability
- the right not to be subject to automated decision-making including profiling

You have the right to request information on the personal data we hold on you and we will respond within one month. A copy of information will be provided free of charge, however if there are repetitive or excessive requests for copies of information a reasonable fee may be requested.

Please contact Houghton Regis Helpers on 07587 004514 or by email: houghtonregishelpers@hotmail.co.uk if you have any questions regarding this notice.

Copies of Houghton Regis Helpers Data Protection Policy and Privacy Notices are available on the website www.houghtonregishelpers.co.uk



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Volunteer Consent / Permission to share contact details form

I have read and understand the Data Protection Privacy Notice and I confirm that:

I give consent for my personal information to be processed, securely stored and shared only with the phoneholder and organising committee

I give / do not give permission *(delete as appropriate)* for my contact details to be shared with all Houghton Regis Helpers Volunteers

I understand that my personal information will not be shared with any third party without my prior consent

I give / do not give consent *(delete as appropriate)* to receive the newsletter and other relevant promotional material by email

Photographs will be taken at community, social and volunteer events –
I give / do not give permission *(delete as appropriate)* for photos which include my image to be used for promotional and publicity purposes

I understand that I can change my agreements, as given above, at any time in the future by contacting the Secretary to request a change of consent / permissions form

Name: _____

Signed: _____ (electronic signature accepted)

Date: _____



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Volunteer Driver Registration & Declaration Form

NOTE: Only complete this form if you are signing up as a volunteer driver

Volunteer Driver's Name: _____

Address: _____

Volunteer Driver Declaration

I wish to be a good neighbour scheme volunteer driver. I have received my volunteer pack with details of what is involved, and I understand fully what I may be asked to do.

I undertake to keep my car insured, taxed, and MOT tested (if required). Should any of my documentation lapse or my driving licence cease to be valid, I will inform the organising committee and will not undertake any further volunteer driving until the appropriate documentation is back in place.

I have advised my insurance company of my intention to drive on a voluntary basis, either by phone or by using the form provided in my pack. Should I change insurance companies, I will inform my new insurer that I am a volunteer driver and do not drive for hire or reward.

My car is currently, and will be kept, in a safe and roadworthy condition. I will follow the guidelines for safer driving included in my pack and will comply with legislation governing the use of motor vehicles. I undertake to drive in a manner that is considerate to my own safety and that of my passengers and other road users.

I will inform the organising committee of any material change in my health or any other circumstances that may affect my ability to carry out voluntary driving work.

I confirm that I can show proof that I have:

- a valid driving licence
- insurance certificate
- valid DVLA road tax
- MOT certificate (if required)

Signed: _____ (electronic signature accepted)

Date: _____



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Volunteer Driver Insurance Form

To be sent to insurance company or information declared to insurer by phone

Name _____

Address _____

Policy No _____

I am writing to inform you that I am a volunteer for **Houghton Regis Helpers**. We are local residents who have got together to help any fellow residents in our town who need extra support from time to time. As such, I will occasionally use my own private car to carry passengers or to carry out other help as requested.

Under Section 1(4) of the Public Passenger Vehicles Act 1981, my volunteering is exempt from both Passenger Service Vehicle and Hackney Carriage/Private Hire Car licensing laws. I will receive reimbursement for car running costs associated with my journeys, petrol and any other expenses - which will be claimed strictly on a non-profit making basis.

I understand that as my volunteering will not constitute 'hire and reward', it should not affect my insurance policy with you. I am also pleased to confirm that I am covered under our good neighbour scheme's group insurance for other situations arising from my volunteering happening outside of my occasional car journeys.

I believe the relevant section within my existing policy schedule and/or booklet that covers my occasional volunteer driving would be:

Please send me confirmation that this is indeed the case. I enclose a confirmation sheet and SAE for your convenience and prompt reply.

Thank you.

Signed

Date

FROM (Name of Insurance Company)

Re (Policy Number)

POLICY HOLDER / DRIVER NAME

This is to confirm that your insurance policy covers occasional voluntary driving for which a non-profit reimbursement of costs may be received.

ISSUED BY



DATE

Please return form to: **Secretary, Houghton Regis Helpers**
c/o Houghton Regis Town Council Offices, Peel Street, Houghton Regis, LU5 5EY
or return by email to: houghtonregishelpers@hotmail.co.uk



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Declaration Form

Name: _____

- I confirm that I have received my copy of the Houghton Regis Helpers Volunteer Welcome Pack
- I confirm I am aware of, and will comply with, the group's policies and risk assessments and understand that these are available on request and on the website
- I confirm I have read the information included and will do my best to follow the good practice guidelines. If I have any questions about any aspect of volunteering I will contact a member of Houghton Regis Helpers organising committee
- I agree to maintain client confidentiality at all times and to respect their privacy and dignity
- I will notify the Secretary of any changes to my contact details

Signed: _____ (electronic signature accepted)

Date: _____

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or return by email to: houghtonregishelpers@hotmail.co.uk

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Volunteer Good Practice Guidelines

It is unlikely that you will encounter any serious problem while volunteering. However, it is sensible to be alert to any potential risks or issues that could cause harm or make volunteering a less enjoyable experience.

Houghton Regis Helpers organising committee has carried out risk assessments based on typical activities and scenarios that might occur in your volunteering, and has a number of policies that you can request or download from our website www.houghtonregishelpers.co.uk

The following guidelines are based on these risk assessments and policies. Please get in touch if you have any concerns or suggestions for improvement.

Confidentiality

We ask Volunteers to always maintain confidentiality – do not discuss your client with anyone except the phone holder or members of the organising committee. Do not discuss with the client other volunteer work you do or information about other clients or volunteers. Respect for client privacy and dignity is paramount.

Safeguarding

Good Neighbour Schemes (GNS) are committed to ensuring that people who use the services, and our volunteers, are not abused and that working practices minimise the risk of such abuse. Volunteers are expected to raise any concerns about potential abuse with the Houghton Regis Helpers designated safeguarding lead or the safeguarding team at Central Bedfordshire Council.

As a volunteer you will be invited to attend regular safeguarding awareness training, For further information, please ask for a copy of the Safeguarding Policy or download from the website www.houghtonregishelpers.co.uk

Your volunteering is flexible: you decide what you do and when. What matters is your safety and reliability. Please tell the phone holder (and the client if appropriate) if you feel unwell on the day, become delayed or are unable to carry out any previously agreed jobs. If you feel unable to complete a job safely, or the situation feels unsafe, call the phone holder.

General guidelines – Home visits

- 1) When visiting a client for the first time a member of the organising committee will carry out the visit, accompanied by another volunteer. Initial visits will always be carried out by 2 volunteers.
- 2) Before making a home visit, make sure you have all the details from the phone holder about the client and the job before accepting the job; you need to be clear what will be expected of you by the client and confident that you are able to do this.
- 3) If you have a mobile phone, take it with you.
- 4) When home visiting to a client **always** show your identity card. The phone holder will have informed the client of your name.
- 5) The phone holder should always know where you are if you are out on a job. If the destination of the job or any other circumstances change, such as the client feeling unwell or behaving unpredictably, **ring in and tell the phone holder immediately.**
Remember - you have the right to refuse a job if you feel unsafe.
- 6) If you are concerned about a client's wellbeing or health, inform the phone holder. It may be that the client has a level of need where professional expertise and resources are appropriate.
- 7) You are only expected to carry out the job which you have agreed via the phone holder to undertake.
 - If the client thinks of additional job requests s/he would like done while you are there, you do not have to do these. You can refuse politely and ask the client to contact the phone holder to book a future convenient time for a volunteer to undertake these.
 - if the client asks for an additional job after the original request is completed and you are willing to undertake this, **ring in and tell the phone holder immediately.**
 - If you are willing to undertake these additional jobs yourself on a future occasion, you may agree details and time directly with the client to save them making a second phone call but **it is important and a requirement of the group's insurance policy to let the phone-holder know that you have done this and to pass on full details of the job/s you have agreed to do.**
- 8) **Do not** give out your address, telephone number or email address to clients, however well you get on with them. Always request that clients access the service appropriately through the scheme mobile number.
- 9) **Do not** accept inappropriate behaviour (such as offensive comments or physical contact). **Report any incidents to the phone holder and/or a member of the organising committee.**
- 10) Only be alone with a client if you are comfortable. If you feel uncomfortable or unsafe with a client leave as soon as possible and let the phone holder know. If

you are unable to leave phone the Police immediately.

- 11) We recommend that you do not accept personal gifts from a client. If a client would like to make a donation to the good neighbour scheme keep a record of the amount and give the client a receipt confirming the amount. Take the donation to a member of the organising committee as soon as possible.
- 12) If a client has a fall and is unable to get up by themselves, **do not attempt to lift or move them:**
 - Make them as comfortable as possible and phone 999
 - Explain what has happened to the operator
 - The paramedics are trained to check for injuries and to lift people correctly Remember - you will not be insured if you injure yourself or the person whilst attempting to move or lift them
 - Reassure the client and keep them informed at all times of your actions
 - Inform the phone holder as soon as possible
- 13) Keep a record of your mileage and keep your receipts for any expenses you may need to have reimbursed. These are submitted monthly to the group's Treasurer.

Working outside/DIY jobs

- 1) If you feel unsure about your suitability to carry out a job for a client, explain that you are unable to do it and advise them to seek a professional tradesperson.
- 2) Make sure you know how to operate correctly any equipment/machinery you may be using.
- 3) **Do not** use any equipment that appears dangerous; report it to the client and to the phone holder and/or member of the organising committee.
- 4) Make sure you wear appropriate clothing such as safety goggles, sturdy footwear and strong gloves. Houghton Regis Helpers may be able to provide this, so please ask.
- 5) Be careful when lifting; only lift or carry things you can easily manage. Make use of trolleys and wheelbarrows. Leave it if it is too heavy.
- 6) When using a ladder, be aware of the scheme's risk assessment. Leaning ladders will not be used. If using a step ladder, make sure you know how to put it up correctly, make sure it is placed so it doesn't slip and use the handrail.
- 7) Be careful when handling solvents, bleach or cleaning liquids. Wear protective gloves and always wash your hands afterwards. Contact the phone holder if you require PPE such as gloves, face masks, face shield.
- 8) **If you have an accident while volunteering, inform the phone holder immediately and report to the Secretary in writing as soon as you can.**

- 9) See your doctor who will be able to provide an independent record of your injury.
- 10) Providing your injury was not caused through your own negligence, you may be able to claim through the good neighbour scheme's insurance policy.
- 11) If the accident is serious and you are not happy with the response from the good neighbour scheme, you can contact Beds Rural Communities Charity.

Driving

- 1) Make sure you are clear about your destination .
- 2) Check with the phone holder whether you need to wait with the client whilst they attend their appointment or accompany them during the visit / shopping etc
- 3) Make sure your car is in roadworthy condition: it must be taxed, insured and have a current MOT certificate (if required)
- 4) Make sure that you and your passengers are wearing seatbelts
- 5) If you have one, take your mobile phone with you
- 6) Make sure you park your car in a designated parking space/zone; you will be liable for any parking tickets/fines incurred
- 7) Inform your insurance company that you are doing volunteer driving - this Welcome Pack includes a covering letter to send to your insurance company
- 8) **The phone holder should always know where you are if you are out on a job. If the destination of the job, or any other circumstances, change inform the phone holder at once.**
- 9) Volunteer drivers are not expected to transport wheel chair users.
- 10) Only money towards fuel costs/mileage at the group agreed rate can be requested from the client and you will issue a receipt. If the client is unable to pay you can submit a monthly travel reimbursement claim to the group's Treasurer.

E-communication - When sending or replying to emails:

- avoid naming clients or other individuals in the subject line
- if sending to multiple recipients, BCC (Blind copy) email addresses
- Encrypt attachments which include personal data and send passwords in a separate email
- If another volunteer has shared their personal email address with you only use it for non-volunteering communications if they have given you permission to do so