



ROBERTSBRIDGE & SALEHURST
Community Friends
HELPING HANDS

Volunteer Handbook

07726 592739



Welcome

Thank you very much for offering your time to help people living in our village. This Volunteer Handbook will help you get started with the Community Friends Scheme and will be a useful resource in your work as a volunteer. If you have questions or find something unclear, please contact any member of the Committee, whose names and contact details you will find in Appendix 5.1.

We look forward to working with you as we together offer our neighbours a helping hand.

This handbook includes:

- 1. Scheme Details**
- 2. Guidance for Phone Holders**
- 3. Guidance for Volunteer Drivers (including how to claim expenses)**
- 4. Processes and Procedures**
- 5. Appendices:**
 - 5.1 Organising Committee**
 - 5.2 Useful Telephone Numbers**
 - 5.3 Useful Services**

1 Scheme Details

1.1 What is a Community Friends Scheme?

Our Helping Hands is a Community Friends Scheme linking village residents who are in particular need with volunteers willing to help. Note: Anyone needing help is called a “Villager” in our handbook.

Although it may tend to be the elderly who make most use of the help available, Helping Hands can benefit all the community – those recovering from illness or accidents, people

experiencing particular problems or people new to the village.

As a volunteer you are encouraged to offer only the services and activities that you have time for and feel happy and confident about carrying out. These can include:

- Practical help such as shopping, collecting pensions and prescriptions, occasional cooking and pet care.
- Small household jobs such as changing a light bulb, changing curtains or hanging a picture.
- Gardening can include a one-off tidy up for a Villager who is physically unable to manage it alone.
- Transport means reasonable occasional lifts – e.g. dentist appointments, visiting a friend who is not on the bus route. A charge of 45 pence per mile is made to compensate the driver for fuel and wear and tear. (See Section 3)
- Befriending on a regular or occasional basis. Even taking someone locally for a coffee can make a difference.

1.2 How does our Community Friends Scheme work?

Helping Hands has its own mobile phone. Villagers can call this number which will be answered by one of the Phone Holders. Phone Holders, who rotate fortnightly, will be responsible for taking incoming calls from Villagers and then matching the task to be done with a suitable volunteer to carry it out.

As a volunteer, you will be contacted by the Phone Holder only for the tasks you have offered to do. If you find too much is expected of you in the tasks you have volunteered for or if you would like to participate more fully in Helping Hands, please let the Committee Secretary know. (See Appendix 5.1) You are free to change how you help at any time.

If the Phone Holder rings and you are unable to help at the necessary time, please do not worry. The Phone Holder can contact another volunteer. Please let the Phone Holder know whether or not you can do a task.

It is important to know that Helping Hands does not replace the professional services available in our local community. If you find that a task is too much for you or requires more professional help, then ring the Phone Holder for advice or refer the Villager to one of the many support groups available. (See Appendix 5.2)

It is also important to remember that you will be expected to maintain a respectful code of confidentiality, not discussing the personal details of your visit with anyone apart from Committee members, who are there to help you if you have had a difficult or worrying experience. Further details can be found in Section 4.3.

1.3 Insurance cover

Our Community Friends Helping Hands group is covered by public liability insurance.

The insurer is Royal and Sun Alliance. In the event of a claim, please contact Stephen Hardy on 01580 881309 or 07831 494028

This policy covers the following activities:

- Gardening – using lawnmowers, strimmers and small hand tools.
 - The use of hedge trimmers would **not** be covered.
- Performing small household repairs. Any big repairs would have to be done by a local qualified tradesman. (See Appendix 5.3)
- Dog walking
- Befriending, which includes visiting, taking a Villager out for a coffee or to see a friend
- Providing help with computers, emails and letter writing
- Shopping
- Taking Villagers to the hospital, to the doctors or for appointments
 - However, you are **not** covered for anyone who requires additional help such as being lifted in and out of a vehicle.

Full details of the insurance cover are available on request from the Committee Chair.
(See Appendix 5.1)

2 Phone Holders

2.1 Phone Holder Rota

We have a fortnightly rota for Phone Holders, which is sent out periodically throughout the year and may be subject to change.

There is one Phone Holder on duty at all times.

2.2 Guidelines for Phone Holders

1) When you are on Phone Holder duty

- You will receive the Phone Holder box containing the phone, a Hand Book, record sheets, current rota and a notebook.
- You will receive the database of volunteers as an email attachment. Phone Judith or Muriel (see Appendix 5.1) if you don't get the database.
- Please check that the on-duty phone is in working order and that you understand how it operates. Phone John Lomas 881532 if you have problems with the phone.
- Allow villagers to leave messages and check for messages on a daily basis. Before phoning the villager back, check the database to see if there's any information you need to know about the particular villager.
- Try to allocate volunteers who haven't yet done many tasks.
- Always ask the volunteer to let you know when the task has been done.
- Please ensure you record **all** the information required on the Phone Holder's Record Sheet which is in the Phone Holder Box.
- Pass on the phone and Phone Holder Box to the next Phone Holder and ensure they know how to use the phone and how to document activities.
- Pass on the Phone Holders' Record Sheet that you have completed to either the

Secretary or the Assistant Secretary. [See Appendix 5.1] This is how the records are updated.

- If you are unable to do your allotted duty, please negotiate a swap with someone else on the rota or let a member of the Committee know as soon as possible. We do need to check the phone daily.
- If you should encounter any problems, such as whether or not a requested task is suitable for Helping Hands to handle, please contact either or both of the Committee Chairs. (See Appendix 5.1)
- When passing the phone to the next Phone Holder, remind them of the importance of confidentiality.

2) On taking a message from a Villager

- Always have a pen, paper, your Helping Hands Volunteer Handbook and your Phone Holder Box by the phone.
- After checking the database for any information you may need about the villager, phone the villager to get details of what is wanted. Repeat what the Villager says and write down the name, address and phone number. Get directions.
- Let the Villager know you will ring them back when you have someone to help.
- If you are unsure of the suitability of a request, say you will need to discuss it. Ring one of the Committee Chairs (See Appendix 5.1), and when you are clear about it ring the Villager back. If there is any doubt about the safety of the task, ring Stephen Hardy. (See Appendix 5.1)
- Do not be afraid to say, "No, it is not the kind of thing we do."
- If we are unable to help, you could explain why not and if possible give information about who may be able to help. Refer the Villager to other agencies such as Social Services or organisations listed in the Useful Telephone Numbers sheet. (See Appendix 5.2)
- Always try to leave the Villager with a positive feeling about Helping Hands. Explain what Helping Hands *can* do for them.

3) On telephoning a volunteer

- Check the volunteer database first and contact a volunteer who hasn't been asked for a while or hasn't done many jobs.
- Be friendly, cheerful, optimistic and encouraging. Be clear about the task.
- Accept a refusal cheerfully so that you can ask again in the future. Note that the volunteer was called on the Phone Holder's Record Sheet of Declined Requests, so we know all volunteers are being called.
- If you feel the job required is too big or too complex for one person or one visit, try to break the request into manageable tasks.
- **NB** Do **not** give out confidential details about the Villager to a volunteer until the volunteer has agreed to accept the task.

4) When a volunteer has agreed to help

- Complete the Phone Holder's Record Sheet giving all the details.
- Ring the Villager and give the name of the volunteer to the Villager so s/he knows whom to expect. Check that the Villager is happy about the volunteer ringing.
- Ask the volunteer to report back after the task is completed and note any concerns.
- Follow up if the volunteer forgets to ring in.
- If a volunteer says there are problems that are sensitive or confidential or if you as a Phone Holder realize that what the volunteer begins telling you is sensitive or confidential, refer the volunteer to one of the Committee Chairmen. (See Appendix 5.1) It is better if the Chairmen, field the sensitive concerns of Helping Hands. This will help us respect the Villager's need for confidentiality and also avoid unnecessary talk.

6) When receiving negative feedback from a Villager about a volunteer

- Listen carefully and politely.
- Take note of the main concern.

- Assure the Villager that you will address the issue and thank them for giving feedback to Helping Hands.
- Pass on the information to the Committee Chairs. (See Appendix 5.1)
- Do not discuss this further unless it needs to be talked over more with the Committee Chairs.


7) When receiving negative feedback from a volunteer about a Villager

- Ask the volunteer to discuss this difficulty with the Committee Chairs. (See Appendix 5.1)
- Note the problem on the Phone Holder’s Record Sheet.

2.3 Record of Requests Received

Below is an example of how to make a record of a Villager’s call for assistance. This Phone Holder’s Record Sheet will be given to Phone Holders when they are on duty. It should be kept in the Phone Holder File and passed on with the phone to the next Phone Holder.

Name of Phone Holder: Joy Helpful Dates when holding phone: 02/08/15

Date	Person making call -name and number	Name, Address and Contact Details of Villager	Task Requested	Volunteers Asked	Volunteer Assigned to Task	Any Additional Information?	Volunteer Sign-off Tick list 
EXAMPLE: 14.05.13	John Smith	Mr X 1 Apple Lane, TN XXXX 12345 678910	One off garden clear up	Jo		Miss Y needs to wear old clothes and bring protective gloves	Done
EXAMPLE: 20.05.13	Maggie Turner	Mrs Apple 1 Orange Lane	Take to Conquest	Cindy			

16/08/15

Our Telephone Number

07726 592739

Thank you for being a Phone Holder!

3 Guidance for Volunteer Drivers

3.1 Volunteer Driver

If you would like to be a volunteer driver, please fill in the Volunteer Driver Sheet.

3.2 Mileage Expenses Sheet

It is important that a volunteer driver claims for transport at 45p a mile. Ask the villager to sign a mileage record sheet shown below. The form helps remind volunteers and villagers that they are required to pay towards the cost of transport. The volunteer driver can keep the amount or donate it to their favourite charity.

Examples of charges:

Village centre:_(eg. Village Hall, GP practice, dental services) £1 each journey

Battle: £2 each journey. If you have to drop off, go home and come back to collect, ie four journeys would be £8.

Conquest Hospital: £4 each journey, ie £8 return. Any parking charges should also be paid by the Villager eg. if waiting at the Conquest. Again if you have to drop off, go home and come back to collect, ie four journeys would be £16.

Other destinations to those above should be charged at 45p per mile.

Below is an example of the Mileage Record Sheet to be completed and sent to the Stephen Hardy (See Appendix 5.1) either by email, by hand or by post. The actual form allows more space in the appropriate boxes.

Helping Hands Driver:

Date of journey	Villager's name	Purpose of journey	Miles travelled	Cost per mile	Paid	Villager's signature
13/10/15	Mary Chops	Vet	6	45p	£2.70	Mary Chops

An example of how to calculate a journey:

Number of miles each way = 3 miles

Total return journey = 6 miles

Cost = 6 x 0.45p = £2.70

4 Processes and Procedures

4.1 DBS Checks

DBS checks will be obtained for every volunteer. (This used to be called the CRB check.)

You can discuss how to do this with the Assistant Secretary. (See Appendix 5.1.)

When you receive your DBS number, please let the Assistant Secretary know. (See Appendix 5.1)

4.2 Equal Opportunities Guidelines

Helping Hands is committed to equal opportunities and diversity. This commitment extends to our volunteers and to all who use our service; we welcome all from within our community.

Helping Hands will not discriminate on the grounds of gender, sexual orientation, disability or impairment, age, ethnic heritage, nationality, marital status, religion or belief.

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

Helping Hands aims to:

- Include and value the contribution of all involved in our project.
- Reflect the diversity of our community in our publicity and promotional materials.
- Respond to all requests for services based on a fair system.

4.3 Concerns and Confidentiality Guidelines

Concerns

If a person you are helping tells you something that causes you concern for their health and wellbeing, please talk to the Phone Holder to see if other professional help may be required (See Appendix 5.3), or if an emergency response is needed.

If it is a concern that is not so straightforward or involves more complex issues or is sensitive, please discuss it with the Committee Chairs. (See Appendix 5.1)

Confidentiality

Volunteers in Helping Hands may receive certain pieces of information about Villagers. This personal information may be confidential, and if so, you are asked to respect such confidentiality and not disclose it to anyone without the knowledge or consent of the person who provided the information. If any doubt, seek advice from the Committee Chairs. (See Appendix 5.1)

Villagers' Responses

Those Villagers requesting help will always be encouraged to call the Phone Holder if they have any concerns about the help given to them. The Phone Holder will pass on the feedback to the Committee Chairs. (See Appendix 5.1)

4.4 Health and Safety

Do not take risks!

- Be very careful when lifting objects. Only lift or carry items that you can easily

manage.

- Be very careful when using ladders. Make sure you know how to put a ladder up correctly and place the ladder so that it will not slip.
- Be very careful when handling solvents, bleach or cleaning liquids. Wear protective gloves and always wash your hands afterwards.
- If you are injured or if you have an accident during the course of volunteering, you must inform the Phone Holder immediately and see your doctor. He or she will be able to provide an independent record of any injury.
- Providing the injury was not caused through your own negligence, you may be able to make a claim through Helping Hands' insurance policy.
- If you feel unwell, ring the Phone Holder.
- **Always** ring the Phone Holder if you are unsure. Do not put yourself in danger.

Working outside/doing odd jobs

Please be sure you know how to operate any equipment or machinery correctly and do not use equipment that appears to be dangerous. Report dangerous equipment to the Phone Holder so we can pass on this information to the next volunteer. Make sure you wear appropriate clothing, such as safety goggles, boots and gloves. (See Section 1.3 for activities covered/not covered by Helping Hands Liability Insurance.)

4.5 Home Visits

When home visiting always wear your identity lanyard.

- Explain clearly who you are and why you have come.
- If you have a mobile phone, take it with you.
- Always request that the person you have helped makes future requests through Helping Hands' mobile phone number, not with you directly.
- Do not give your personal phone number or address to people you have been introduced to through Helping Hands.
- Do not accept inappropriate behaviour (comments or physical contact) and report any incidents to the Phone Holder.

- Leave if you feel unsafe, uncomfortable or unwell and immediately ring the Phone Holder. (See Section 4.2.)
- If you see or hear anything that concerns you about a Villager, see Section 4.3 about whom to contact.
- If a Villager has a fall while you are there and is unable to get up by himself/herself, *do not attempt to lift or move the person*. Call 999. Inform the Phone Holder immediately.
- Do not agree to any major work.
- **NB** Ring the Phone Holder when you have completed your visit.

Thank you for being a Volunteer!

Appendix 5.1

HELPING HANDS COMMITTEE

Sue Prochak	Co-Chair	881309	cllr.susanprochak@gmail.com
Anne Wells	Co-Chair	880832	annecwells@gmail.com
Judith Carpenter	Secretary	880243	jec1066@gmail.com
Muriel Webster	Assistant Secretary	880504	mu.webster@gmail.com
John Lomas	Treasurer	881532	john@lomasvfd.com
Stephen Hardy	Transport	881309	stephenhardy@ibstock.co.uk
Lynda Kent	Befriending	880639	lyndakent@btinternet.com
Henry Domer		883300	henrydomer@ccimail.co.uk
Margaret Domer		883300	
Gail Augarde		880238	gailaugarde@hotmail.com
Anne Sheasby		881785	argenti99@btinternet.com
Angela Tidmarsh		880307	angelatidmarsh@btinternet.com

Community Friends Rother Development Officer – Sam Stone

01424 217259

077222 98692

sam.stone@rothervoluntaryaction.org.uk

Appendix 5.2

ROBERTSBRIDGE & SALEHURST Community Friends HELPING HANDS

Useful Telephone Numbers

There may be times when the Phone Holder feels a statutory body or support organisation should be contacted. Here are some useful numbers:

Social Services Duty & Assessment Team:

01424 724144 - for concerns regarding children

01424 724444 – for concerns regarding vulnerable adults

Admiral Nursing Direct	0845 2570 9406
Age UK	01273 476704
Age UK Robertsbridge	01580 880427
Alcoholics Anonymous	0845 769 7555
Alzheimer's Society	07715 802135
Buy With Confidence	01323 463444
www.eastsussex.gov.uk/buywithconfidence	
Carers Telephone Support	01424 722309
Carers Association	0300 330 9498
Care for the Carers	01323 738390
Child Line	0800 1111
Citizens Advice Bureau	01424 215055
Community Links– voluntary work	01424 212321

Cruse Bereavement Centre	01424 732363
Dementia Advisor Battle	01424 755255
Dementia Supper Clubs	01323 432340
Disability Matters	01424 432570
Domestic Violence	0845 60 70 999
Home Works [home crisis problems]	01424 858341
Independent First Navigator Service	01323 442618
Independent Living Services	01424 464890
Life Line	01323 644422
Mental Health Referral Team	01424 758905
MIND	01424 442435
Mosaic Supported Living	0800 066 5768
National Missing Persons Helpline	0500 700 700
NHS Direct [health enquiries]	111
No Panic [anxiety helpline]	0844 967 4848
NSPCC [child protection helpline]	0800 800 5000
Relate helpline	0300 100 1234
Rother District Council	01242 78787
Environmental Health 01424 787550 Pest Control 01424 787545	
RSPCA	0300 1234 999
Samaritans [Hastings & Rother]	01424 436666
STEPS housing support 65+	0300 1232422
Silverline helpline	0800 328 8888
Victim Support	0845 30 30 900

Appendix 5.3

ROBERTSBRIDGE & SALEHURST

Community Friends

HELPING HANDS

Useful Services

(We can take no responsibility for quality of service delivered)

Building, Plumbing, Electrical, Maintenance Services

Morgan & Morgan (Building)	01580 880723
Simon Clamp (Building)	01580 881036
Ian Isted (Building)	01580 880368
Jake Hillier (H & T Buuilding)	07969 294913
Andrew Waterhouse (Carpentry/Building)	01435 860709
B Vidler (Plastering)	01580 881061
Paul (Property Maintenance)	01424 436567
Carol Richards (Plumbing)	07811 815193
Paul Gilbert (Plumbing/Maintenance)	01580 859003
Robert Bisson (Plumbing)	01424 774664

Gareth Hancock (Plumbing)	07968 761863
Michael Levett (Plumbing)	07711 336923
Gary Morris (Plumbing)	07710 013996
Aaron Plumbing (Ron)	07989 448962
Gary Croft (Plumbing)	07855 485189
Ken Ireland (Boiler Maintenance)	01424 772546
J Birrell (Boiler Maintenance)	01580 880804
Panvert (Electrical)	01580 860507
FWM (Electrical)	01580 860799

Garden & Home Services

Paine & Son (Fencing)	01580 880491
John Brophy (Garden Maintenance)	01580 752362
Kevin Longhurst (Garden Maintenance)	01580 881505
Stoneley (Garden Maintenance)	01424 812310
Mary Castelino (Gardening)	01424 424432
Angus Colquhoun (Gardening)	01580 881884
Paul's Services (Gardening Maintenance)	01580 881728
Garden Machine Centre (Grass Cutting)	01580 880686
JB (Mower Services)	01424 751134
Newton & Kent (Tree Specialists)	01580 880656
D R Appleyard (Locksmith)	01435 882131
Daryl (House Sitting)	01580 881074
Perkin's Pals (Dog Sitting)	01580 880061
Sue MacGregor (Garden/Dog Care)	07599 059649

Medical, Dental & Chiropodist Services

Robertsbridge Doctors	01580 880790
Hawkhurst Doctors	01580 753211
Nicola Grainge (Dentist)	01580 881880
Alexander Tremmel (Dentist)	01580 880068
Mrs C Milne (Chiropody)	01424 773935
Jeremy Harris (Chiropody)	01797 230251
Jenny Kendall (Reflexology)	01580 880336
Julia Gooding (Craniosacral Therapy)	01580 880969
Maya Light (Homeopathy)	01580 881149
Matthew Moat (Oesteopath)	07811 114487
Nicole Livingstone-Smith (Bowen Therapist)	01424 838683

Taxi & Garage Services

K A Autos (Car Repairs)	01580 830792
Culverwells (Car Servicing/MOT)	01580 880863
Ashdene Garage (Car Servicing/MOT)	01580 862000
Whatlington Garage (Car Servicing/MOT)	01424 870307
Ivy Executive (Taxi)	01580 443001
Isaac (Local taxi service, airport transfers, train station)	07703 006336
John Harding (Taxi)	01580 880156
Adrian Forsdyke (Taxi)	07774 488664

Community Bus Transport available to all for return journeys Robertsbridge to Battle on Tuesdays and Fridays. Every other month to Eastbourne, Rye, etc. 01424 772001

Jempsons Peasmarsh bus service free return journey Tuesdays. 01797 230214

Technical, Legal, Accountancy Services

Heringtons (Solicitors)	01424 772401
Adrian Compagnone (Accountancy)	01580 880888
Adam Watts (Accountancy)	01580 860264
Andrews Accountancy	01580 883800
John Lomas (Accountancy)	01580 881532
Mike Sexon (Computer Support)	07500 834360
Phil (Computer Support)	01580 882007
Major – (Computer support)	07758 321633