



ROBERTSBRIDGE & SALEHURST  
Community Friends  
HELPING HANDS

# Volunteer Hand Book

**07726 592739**



**2018**

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.

## **Welcome**

Thank you very much for offering your time to help people living in our village. This Volunteer Hand Book 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 any questions or find something unclear, please contact any member of the Committee, whose names and contact details you will find in Appendix 5.1.

Thank you for being a volunteer. We look forward to working with you.

This Hand Book includes:

- 1. Scheme Details**
- 2. Guidance for Phone Holders**
- 3. Guidance for Volunteer Drivers**
- 4. Processes and Procedures**
- 5. Appendices:**
  - 5.1 Committee**
  - 5.2 Useful Telephone Numbers**

## **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 this Hand Book.

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. Helping Hands deliver a Welcome Pack to newcomers.

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

- Practical help such as shopping, 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. dental or medical appointments. A charge of 45 pence per mile is made to compensate the driver for fuel and wear and tear. (See Section 3 Guidance for Volunteer Drivers) Transport is by far the most requested task.
- 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 and leave a message. The Phone Holder will normally respond within 24 hours. 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.

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 contacts you and you are unable to help at the necessary time, please do not worry. 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 local services 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. Please contact Committee Member, Stephen Hardy in the event of a possible claim.

### **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 local qualified tradespeople. (See Appendix 5.2)
- 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 in your vehicle 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 Stephen Hardy. (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, this Hand Book, record sheets, rotas, other relevant information and a notebook.
- You will also receive the Helping Hands laptop and will be emailed the current database of Volunteers and Villagers. Phone Judith or Muriel (see Appendix 5.1) if you don't get the database.
- 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 relevant information you need to know about the particular Villager. For example, there may be mobility problems or you may need to check with Anne and/or Sue.
- Always remind 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, laptop and Phone Holder Box to the next Phone Holder at the end of your two-week duty.
- The notebook should be used for passing on information to the next Phone Holder, for example any outstanding requests.
- Pass on the Phone Holders' Record Sheet that you have completed to either the Secretary or the Assistant Secretary. [See Appendix 5.1] preferably by 10am the following Monday. This is how the records are updated.
- If you are unable to do your allotted duty, please try to negotiate a swap with someone else on the rota or let the Committee Chairs know.
- 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)
- After passing the phone, etc to the next Phone Holder, delete the databases on your own computer.

#### **2) On taking a message from a Villager**

- After checking the database for any information you may need about the Villager, phone the Villager to get details of what is wanted. Make sure you get full details from the Villager.
- 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)
- If we are unable to help, you should explain why not and if possible give information about who may be able to help by referring to the local business contacts listed in the Useful Telephone Numbers pages. (See Appendix 5.2)

### 3) On contacting a Volunteer

- Check the Volunteer database first for any extra relevant information.
- If you are doing a group email to Volunteers, send the request without giving the Villager's name until you allocate the task. Be clear about the task.
- Let Volunteers you have contacted know who has been allocated the task.
- If you feel the job required is too big or too complex for one person or one visit, contact either of the Committee Chairs.

**NB** Do **not** give out confidential details about a Villager, including their name 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.
- Remind the Volunteer to report back after the task is completed and note any concerns.
- If a Volunteer says a Villager has problems that are sensitive or confidential, refer the Volunteer to one of the Committee Chairs. (See Appendix 5.1) This will help us respect the Villager's need for confidentiality and help us comply with Data Protection regulations.

### 6) When receiving negative feedback from a Villager about a Volunteer

- 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 only to the Committee Chairs. (See Appendix 5.1)
- Remember as well the need for confidentiality.

### 7) When receiving negative feedback from a Volunteer about a Villager

- Ask the Volunteer to discuss this concern 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 request. A blank Phone Holder's Record Sheet will be in the Phone Holder's Box. It should be kept in the Box until passed on to the Secretary or Assistant Secretary at the end of the Phone Holder's time. Contact the Secretaries if there is no Record Sheet in the box.

### Example of Record Sheet:

Name of Phone Holder: Joy Helpful    Dates when holding phone: 2 <sup>nd</sup> Aug -16 Aug 2015
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Date	Person making call	Name, Address & Contact Details of Villager	Task Requested & date if applicable	Volunteers asked	Volunteer Assigned to Task	Any Additional Information	Volunteer Sign-off Tick List
29/3	Carer, Lynn	Mrs Pear, 1 Orange Lane 888309	Transport to Bexhill Hospital 1/04 11.15	All Drivers	Jo Grape	Need space for folding wheelchair	√

## 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

It is important that a Volunteer driver claims for transport at 45p a mile. This is for the driver. Some Villagers insist on giving more than this. The extra can be given to Helping Hands via Stephen Hardy towards Helping Hands running costs.

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. More examples are in the Phone Holder Box. NB The charge for transport is per trip not per person.

### 4 Processes and Procedures

#### 4.1 DBS Checks

A DBS check is needed 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)

Keep your DBS Certificate safely as some tasks require evidence, ie the paper copy.

## **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 and transparent 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 Chairs to see if other professional help may be required.

### **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)

## **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, making sure there is someone with you to anchor the ladder.
- 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/Assistant Treasurer	881309	stephenhardy1948@gmail.com
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

## Appendix 5.2

### 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
Ian Isted (Building)	01580 880368
Jake Hillier (H&T Building)	07969294913
Graham Hillier (Building)	01580 880921
Andrew Waterhouse (Carpentry/Building)	01435 860709
Sean Gould( Carpentry & building)	07808175534
Thomas Hamel Cooke (Building & Design)	07841421160
Elemental Architecture	01580880664
Nick Salter (painter decorator)	01580860799
Dick Dale (painter decorator)	07970484073
B Vidler (Plastering)	01580 881061
Paul (Property Maintenance)	01424 436567
Mrs Fix-it (Property Maintenance)	01892731407
Gavin Nevitt – Problem Solved (Handyman)	07391523214
Carol Richards (Plumbing)	07811 815193
Paul Gilbert (Plumbing/Maintenance)	01580 859003
Robert Bisson (Plumbing)	01424 774664
Gareth Hancock (Plumbing)	07968 761863
Michael Levett (Plumbing)	07711336923
Aaron Plumbing (Ron)	07989 448962
Gary Morris (Plumbing)	07710013996
Gareth Hancock (Plumbing)	07968761863
Michael Levett (Plumbing)	07711336923
Ken Ireland (Boiler Maintenance)	01424 772546
J Birrell (Boiler Maintenance)	01580 880804
Panvert (Electrical)	01580 860507
FWM (Electrical)	01580 860799
Tim Russell (Electrical)	07771687636
Nick (Electrical)	01580 279902
Roberto Di Tella (Electrical)	07947494885
Mike Thorne (Electrical)	07831699691
Kevin Jones (Electrical)	01580 848118

#### Garden & Home Services

Paine & Son (Fencing)	01580 880491
John Brophy (Garden Maintenance)	01580 752362

Kevin Longhurst (Garden Maintenance)	01580 881505
Mary Castelino (Gardening)	01424 424432
Angus Colquhoun (Gardening)	01580 881884
Paul's Services (Gardening Maintenance)	01580 881728
Garden Machine Centre (Grass Cutting)	01580 880686
Darren Kent (Tree Specialist)	01580 880656
Newton & Kent (Tree Specialists)	01580 880656
D R Appleyard (Locksmith)	01435 882131

Daryl (House/Pet Sitting)	01580 881074
Perkin's Pals (Dog Sitting)	01580 880061
Sue MacGregor (Garden/Dog Care)	07599 059649
Suzie Jones (cleaning/pets)	01580 881812
Curtains by Maria	07903837413
Karen Toye (Sewing)	07850433152

### Medical, Dental & Chiropodist Services

Robertsbridge Surgery	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
Andrea Birtwhistle (Chiropody)	01580831780
Jenny Kendall (Reflexology)	01580 880336
Julia Gooding (Craniosacral Therapy)	01580 880969
Matthew Moat (Osteopath)	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
ACE Vehicles Sussex (Car Repairs/MOT)	01424 538083
Dave Wilkins (Car Repairs)	07756530045
MW Autos (Car Repairs)	01580880494
Shane Last (Car Repairs)	01580201691

Ivy Executive (Taxi)	01580 443001
Yozi Taxi	01580388857
Thorne Taxi	01435860860
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
AFC (Accountancy)	01580 880888
Adam Watts (Accountancy)	01580 860264
Andrews Accountancy	01580 883800
John Lomas (Accountancy)	01580 881532
Major (Computer Support)	07758 321633