

**Woodhouse and Woodhouse Eaves Good Neighbour Scheme  
2nd Annual General Meeting  
on 3rd October 2018 at 7.30pm at the Village Hall Annex Woodhouse Eaves**

<b>1</b>	<p><b>Welcome and apologies</b> Judith welcomed 33 people. Apologies from: Rod Hudson (Chair), Sue Young, Margaret Spooner, Catriona Kelly, Janine Ainscow (Roundabout), David Harris (Cottage Surgery), Graham Cameron and Richard Mollart. Judith read a message from Rod Hudson: <i>I would like to formally record my thanks to the stalwart group of volunteers who form the steering group. Their dedication, abilities and teamwork have been key factors in ensuring the success of this project. My thanks also go to the many volunteers who meet the needs of our residents without whom we could not function. With all good wishes for a successful meeting.</i></p>
<b>2</b>	<p><b>Minutes of the 1st AGM held on 4th October 2017</b> Claire Ayres asked those who had been present last year to check through the Minutes of the last AGM. The steering group had approved them. They were duly approved by those present.</p>
<b>3</b>	<p><b>Summary of the Year (attached)</b> Claire Ayres read out the Summary of the Year which included the information that the GNS had carried out 479 jobs to date and had 36 active volunteers.</p>
<b>4</b>	<p><b>Finance Report (attached)</b> Judith Harrison guided everyone through her report. She particularly mentioned the volunteer driver donations totalling £340 and thanked those who had contributed, but also said that drivers are welcome to receive their mileage allowance. It was noted that Barry Thompson, an independent examiner, had approved the report on 6th September 2018.</p>
<b>5</b>	<p><b>Befriending Review (attached)</b> Cherrie read out her Befriending Review. Ann Irving asked if there were any clients in Woodhouse. Denise Croucher reported that she had visited one lady two years ago but, as she had family and relatives who visited her regularly, she decided she did not need the service.</p>
<b>6</b>	<p><b>Disclosure and Barring Service (notes attached)</b> Lynn Hopkins highlighted the most important points from her notes. Councillor Deborah Taylor suggested we could put in an application for a grant from a local councillor (who has £1,000 a year) to pay for DBS costs.</p>
<b>7</b>	<p><b>Election of Officers</b> Miranda Brookes suggested that as all present members of the steering group are willing to continue the re-election would be en bloc – Claire Ayres, Judith Harrison, Susan Young, Lynn Hopkins, Cherrie Whatmuff, Caroline Walsh, Margaret Spooner, Tricia Shakespeare, Jo Atkinson and Miranda Brookes. It was proposed in Rod's absence that the position of Chair would rotate amongst the steering group members in the short to medium term. Sian Mollart proposed and Lynne Greenhalgh seconded.</p>
<b>8</b>	<p><b>Volunteers</b> Jo Atkinson spoke about the role of volunteers and all the different types of jobs for which we have requests. She encouraged people who might be interested to contact her. She emphasised that one can do as much or as little as you want when you volunteer. She finished by saying that being involved with the GNS made her feel young!</p>
<b>9</b>	<p><b>Forthcoming Events</b> Tricia Shakespeare informed the meeting of three events which are coming up:</p> <ul style="list-style-type: none"> <li>• There will be an open social event in the spring, at which the Volunteer Information Folder will be launched. She said that the folder is going to be produced so that it can easily be updated when necessary.</li> <li>• Dementia Friends Information Session on Tuesday 30th October 2018 at 7pm at the Methodist Church – book a place by telephoning the GNS mobile 07561 890 100.</li> <li>• The Rural Achievement Awards on 11th October 2018 for which we have been shortlisted and it would be wonderful if we win. She said it was important how much had been achieved in a short time.</li> </ul>

10	<p><b>Question and Answer Session</b></p> <p><b>Ann Irving asked if there were any men involved in the scheme</b>  At present 11 of the 36 volunteers are men. We do want to encourage more volunteers and emphasise that it is not a weekly commitment.</p> <p><b>Is it possible to give an idea of ages?</b>  We do not ask people's ages.  We have talked about seeing if we could get younger people involved, either as volunteers or as users of the scheme. Denise Croucher asked if all our clients are elderly. To date there have only been one or two instances of helping younger people. There have been one or two referrals from the Cottage Surgery and Ann Irving suggested talking to the mother and baby/toddler groups in the village.  We are not able to look after anyone under 18, although we can help a parent with their child present. Sian Mollart said that might be difficult. Ann Irving made the comment that the parent has to be the client not the child.</p> <p><b>The question of insurance came up with volunteers who drive.</b>  A volunteer who wishes to drive with the GNS has to notify their insurance company. Diana Barker said that her company had asked her if she was making money out of it and once she said 'No' there was no problem.</p> <p><b>Wendy Young volunteered that Caroline Walsh had asked if she would come along as an observer. Wendy said that she had clients who used the GNS and had asked them about it. They all said to say 'Thank You'.</b></p> <p><b>Judith Harrison stated that she had been asked recently about the need for communication between the volunteer and the user of the scheme.</b>  As an example, one volunteer had contacted someone she was supposed to be having a cup of tea with as a befriender. When she rang the client was just going out to another appointment and had forgotten the befriender's appointment.  It was suggested by Judith that a volunteer who was giving a lift to a hospital appointment, for example, should give a courtesy call to the client on the morning of the appointment as it would be reassuring. Tricia Shakespeare was concerned that it would be a personal call from home. For the privacy of the volunteer, Tricia suggested that the caller dial 141 before dialling the client's number. Ann Irving suggested the Telephone Coordinator could ring the clients but Tricia said we could not ask the TCs to do anything more.</p> <p><b>Lynne Greenhalgh said she had difficulty as a Telephone Coordinator with the mobile reception in her house.</b>  Tricia Shakespeare explained that if she used the iPhone with Wifi at home then it should work, although she also said about stone-built houses being a problem.</p> <p><b>Judith Harrison said that a volunteer with many years IT experience had offered to go to a Leicestershire Police Conference on Fraud &amp; Cyber Protection as he had become aware how vulnerable some of our clients may be to scams. He would go and then talk to us about what he has learned.</b>  Tricia Shakespeare suggested that it could be a talk, open to the whole village. There was general agreement that it would be useful.</p> <p><b>Ann Irving mentioned the CPR defibrillator session on Monday 29th October at 7.00pm in the Village Hall. A place should be booked by telephoning 01509 890 971.</b></p>
11	Tricia Shakespeare thanked everyone for coming.

# Year summary

## October 2017 to September 2018



It's our 2nd AGM and you will see from our statistics that we have gradually been growing as a Scheme over the last year – 479 total number of jobs to date and 36 active volunteers. Our Steering Group now has eleven members and shows our growth as Befriending has become more active. Miranda Brookes has also joined us recently as Publicity Officer. She has written some articles in Roundabout and would like feedback from clients. This has allowed Jo Atkinson (previously involved in Publicity) to concentrate on managing new volunteers. We would also like to thank Jo's husband, Ryan, who manages our website.

As you will see from the pie chart, 'driving' is our largest request. This can include lifts to the hospital and doctor's surgery, as well as to the shops or the railway station. Sometimes too there has to be a special rota for clients who need us on a regular basis. This also applies to befriending.

It was decided at the end of last year that because we had a healthy bank balance that we did not need at that time to accept further money from donations from local events. This is obviously being monitored from time to time - for example we will need extra money for when we carry out the DBS (Disclosure and Barring Services) checks which may cost in the region of £360.

Data protection has come up as a topic this year and, although we do not have to register and are exempt, we do keep information safe, do not share information (unless permission is given) and keep only information required.

Over the year we have continually discussed the best way to approach issues that have arisen. For example, Tricia has spoken individually to each of the 12 Telephone Co-ordinators to hear their suggestions and ideas and as a result a new job form has been produced. This leads me on to say that it has made us look at everything afresh and we are in the process of producing a new Volunteer Information Folder.

We have also been approached by other people who wish to start up Good Neighbour Schemes in nearby villages and quite a few steering group members have attended and spoken at their meetings. Lynn has up-dated a list of local organisations who offer specialised services and this can be found on our website. Judith attended the Parish Council Meeting in May 2018 and reported on GNS as well as putting up a display. As I am a member of the Patient Participation Group at the doctor's surgery I regularly report on our progress there.

Lucy Smith from the Rural Community Council encouraged us to apply for a Rural Service Award. Judith submitted an application and as a result two people came from the RCC and interviewed three of the Steering Group. We have been shortlisted for a Community Award and the result will be announced at the Rural Achievement Awards Dinner on 11th October which three of us will attend. Watch this space.....

So, on behalf of the Steering Group we want to say a big thank you to all of you who are volunteers and have spent many hours assisting our clients with giving lifts, hospital visiting, filling in forms, befriending, helping with modern technology and all the other requests which we receive.

I still find it amazing that a group of us who mainly did not know each other have come together and with each individual's talents seem to make this scheme work. I look forward to reporting next year on our further progress.

Claire Ayres

Secretary on behalf of the Steering Group

## Woodhouse and Woodhouse Eaves Good Neighbour Scheme

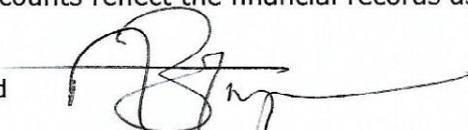
### Income and expenditure report

1 August 2017 to 31 July 2018

	2017/18	2016/17
<b>Income</b>		
Grants		
Rural Communities Council	0	498
Woodhouse Parish Council	0	250
Leics County Council SHIRE grant	<u>448</u>	<u>1,202</u>
	448	1,950
Donations (groups)		
Woodhouse Horticultural and Craft Show	0	250
Woodhouse Scout Group	0	150
Woodhouse May Day Challenge	<u>0</u>	<u>250</u>
	0	650
Donations (individuals)	20	
Volunteer driver donations	340	185
Mileage income (10%)	<u>57</u>	<u>35</u>
	<u>864</u>	<u>2,820</u>
<b>Expenditure</b>		
Website	0	85
Publicity	101	253
Gifts and donations	0	10
Cost of meetings	117	286
Volunteer expenses	3	
Mobile phone (purchase)	76	275
Mobile phones (running costs)	175	112
Stationery and postage	68	166
Disclosure and Barring Service fees	24	492
Insurance	<u>99</u>	<u>113</u>
	<u>663</u>	<u>1,792</u>
<b>Funds carried forward</b>	201	1,028
<b>Funds brought forward from previous year</b>	1,028	
<b>Total funds</b>	<u>1,229</u>	
<b>Represented by:</b>		
Bank account	1,085	954
Cash	<u>144</u>	<u>74</u>
	<u>1,229</u>	<u>1,028</u>

I have examined the accounts of the Woodhouse and Woodhouse Eaves Good Neighbour Scheme. I am satisfied that adequate financial records have been maintained and that the accounts reflect the financial records as at 31st July 2018.

Signed



Independent examiner

(Barry Thompson)

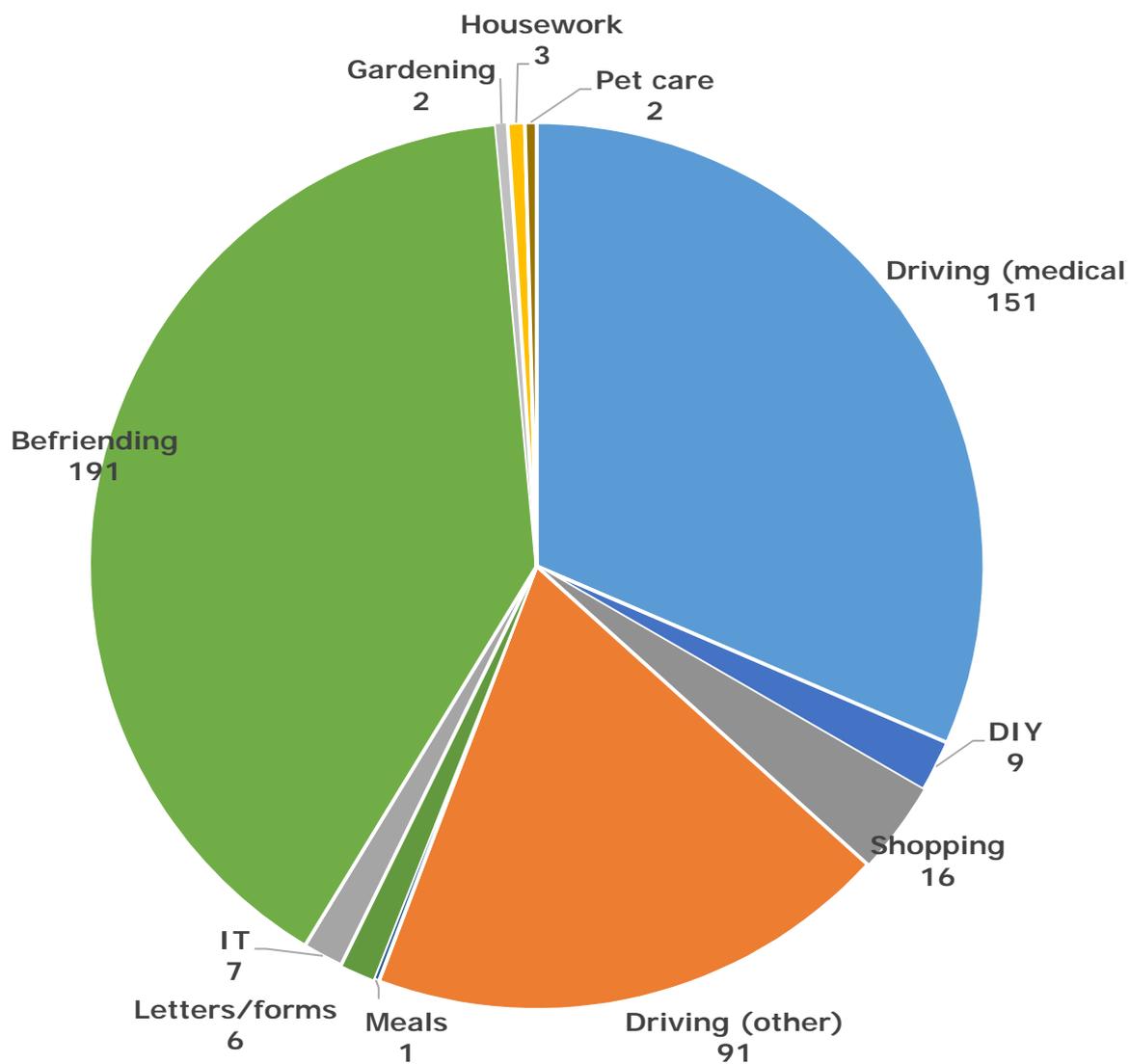
Dated

6th September 2018

# Jobs by type

01/10/16 to 30/09/18

(24 months)



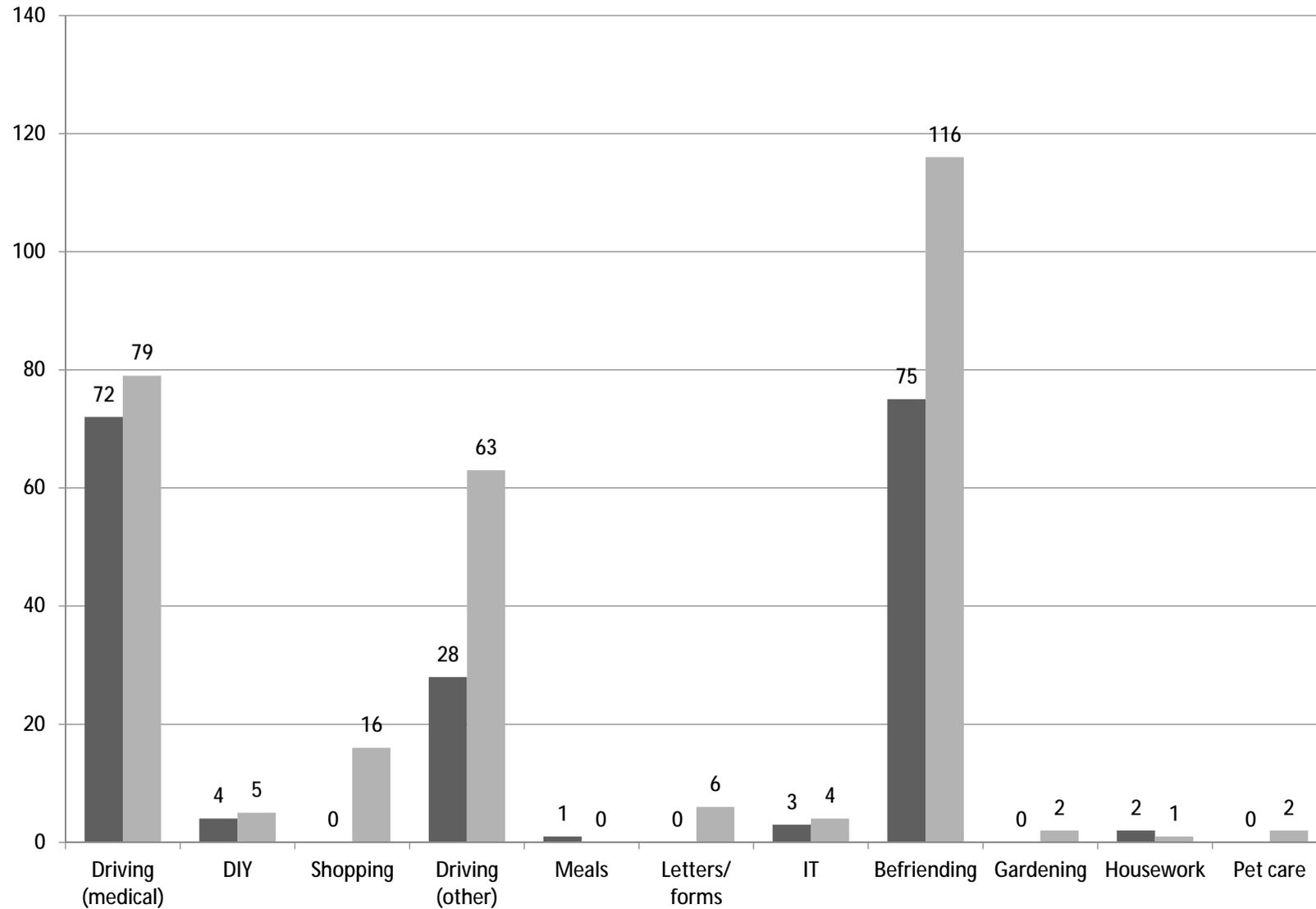
**Total number of jobs since starting** **479**

**Number of active volunteers as at Sep 18** **36**

# Year-on-year comparatives



<span style="display:inline-block; width:15px; height:15px; background-color:grey;"></span> Year 1	Oct 16 to Sep 17 (12 months)	Total	185
<span style="display:inline-block; width:15px; height:15px; background-color:lightgrey;"></span> Year 2	Oct 17 to Sep 18 (12 months)	Total	294



# Befriending review

## October 2017 to September 2018



The support offered by the GNS for companionship/befriending has become steadily busier over the year, increasing from 75 jobs in our first year to 116 in our second.

The reasons for people accessing the service are; recovering from accident or illness at home; inability to drive and therefore unable to easily access activities in the community; new to the area and not knowing many people; families living at a distance; people confined to their homes for a variety of reasons or people who would just like a bit more social contact.

It is easy to think that in an affluent village like Woodhouse Eaves with so much on offer that everyone is able to take part but, as everywhere, there are people who would enjoy more company at home and support to go out.

We continue to consider opportunities which are on offer through other services and groups and try to offer the help they may need in order to take part. This may be transport or someone to accompany them and support in a new environment.

Sometimes there is an overlap between befriending and general good neighbour's tasks -visits have included trips to a café, shopping or to sort out paperwork/small household tasks.

All the volunteers undertaking visits have expressed enjoyment in meeting new folk in the village who may have been living near them for years. We hope the experience is positive for both parties.

We try to offer a regular and predictable service as this is the easiest to arrange when ringing lots of different people with busy schedules but there are unavoidable urgent calls and we have generally managed to fulfil these. However, since the demand for befriending has grown, more willing volunteers would mean we could offer a regular service to more people without expecting too much commitment from each volunteer. Generally, people receive one befriending visit a week but occasionally 2. These are usually from different volunteers but with some consistency. At present there are 5 regular clients and approximately 8 regular volunteer befrienders.

There are now guidelines for volunteers which are intended to make both the volunteer and client feel confident about what can be offered and activities which we feel are outside our remit.

We now have a mobile phone specifically for befriending. There are also 3 people who are sharing the organisational role which makes it more manageable. These are: myself, Margaret Spooner and Caroline Walsh. Denise Croucher does a sterling job making initial visits when people are referred to us.

Anyone wishing to talk to the GNS about either becoming a befriender or using our befriending service should ring the GNS mobile 07561 890 100 in the first instance, and one of the Befriending Co-ordinators will get in touch.

Cherrie Whatmuff

Befriending Co-ordinator

# Disclosure and Barring Service notes AGM 2018



## Safeguarding – few words in introduction to put the DBS check into context

The definition from the National Council for Voluntary Organisations:

*Everybody has the right to be safe no matter who they are or what their circumstances.*

Appropriate to the level of perceived risk in the GNS's volunteering activities a range of procedures and guidance has been implemented. These can be found in the Volunteers' Handbook and on the web site. They are being reviewed and updated for the new Volunteers' Information Folder including the safeguarding guidance and the lone worker and personal safety advice as well as who to contact with any concerns.

## The Enhanced DBS checking process

An enhanced DBS check for every Volunteer underpins our guidance for working with vulnerable Adults. This was recommended by the RCC on setup adopted and is enshrined in our Constitution. Originally the renewal frequency was set at 2 years; later it was extended to 3 years being ratified at last year's AGM. On issue the DBS certificate is only a snapshot in time for each Volunteer; listing any spent and unspent convictions, cautions, reprimands and final warnings held on police records plus any additional information held by local police considered to be relevant.

**These safeguarding procedures have benefits for both:**

**Clients** – adults who are in the main vulnerable and/or elderly requiring to be protected from harm abuse or neglect in our community.

**Volunteers** – importantly the DBS check serves to protect Volunteers and also the Organisation in avoiding compromising situations i.e. possible exposure to being embarrassed or incriminated in some way whilst helping to deal with potentially problematic behaviour. Current GNS systems ensure that any content is confidential and governed by the latest Data Protection legislation. The need for a DBS check should be considered in no way personal or any reflection on a volunteer's past or present integrity or work or life experience. It should not be viewed as an invasion of privacy.

## Current GNS policy and ongoing commitment to DBS Checks

Scarecrows 2016 saw the launch of the GNS with a ready enthusiastic and fully DBS checked band of Volunteers. The initial DBS Checking procedures took place earlier during the summer of 2016 and by the launch date in October over 30 Volunteers had been issued with their DBS certificate and ID badge.

Therefore by the middle of next year the 3 years' validity period will be about to expire. This means that DBS certificates will need to be renewed for the majority of Volunteers. **Hopefully all will wish to continue** so it will be necessary for those affected to repeat the DBS Checking process disclosing personal information verified by up to date 'official' documents. (As an aside there are other Volunteers who provided a valid DBS certificate from another source or joined the GNS later who will not be involved at this stage.)

## **Advance notice for the DBS Check 2019**

To enable everyone to be DBS re-checked before the 3rd anniversary of the issue date on their certificate the process is planned to start in good time; ideally in June and July (possibly even earlier subject to holidays etc.) As previously the DBS Check application online and/or input and verification of approved ID documents and when received the confirmation of your original certificate will be arranged on a 1-2-1 basis with SY and LH at a mutually convenient time and location.

The services and systems of an umbrella organisation are used to manage and complete the DBS Check e.g. DDC or UCheck. The results of some applications can be very quick and returned in 48 hours whereas others take longer. Finally the original DBS certificate has to be seen to confirm that its details are identical to those shown on the online system of the GNS' chosen provider.

Voluntary Organisations such as GNS receive a discounted price for DBS Checks e.g. £10 + VAT but it is free to Volunteers. As we plan to start well in advance it would appear that the cost of over 30 DBS checks will fall into this financial year and JH has budgeted for that hit.

Having already completed this successfully once we should sail through the second time so please be ready for your call up in a few months' time by giving some thought to the required details and documents. However it could be the last time that you will need to go through this time-consuming process in this way.

### **The DBS Update Service – some good news!**

The DBS Update Service was not widely publicised or subscribed to back in 2016. One or two of the more recent Volunteers have since participated. This service was launched to keep your DBS certificate up-to-date. Again it is an online service (free to Volunteers) and also with your consent it allows the GNS to check whether there are any changes to the safeguarding information on an individual's certificate. This would only occur at the authorised time lapse i.e. every 3 years or as stated in the most recent Constitution.

You can apply to join at the time of completing your DBS Check application or wait until you have your DBS certificate and then you have 30 days from date of issue. Choosing Automatic Renewals when registering enables your certificate to be updated annually.

We will be able to help you with that and will discuss the service in more detail at the time of your next DBS Check. You will receive a unique ID to login in and be able to view online details of any organisation that has made a status check of your DBS certificate. The update service is of benefit both to you and the GNS – in saving time and funds.

For more information see DBS section on GOV.UK web site or please ask / contact later.

**Outcome from AGM – Deborah Taylor recommended applying to Charnwood BC through David Snartt for funds to cover the cost of DBS renewals in 2019.**