

Thank you very much for offering to volunteer for the Woodhouse and Woodhouse Eaves Good Neighbour Scheme. The Good Neighbour Scheme started in October 2016 and is making a real difference to the quality of life and neighbourliness of our village.

Please read the information in this Volunteer Handbook carefully and keep it for future reference. The guidelines relating to safeguarding vulnerable persons, lone worker and personal safety, general safety and befriending are particularly important, as they give advice on how to avoid accidents and how to handle difficult situations. You will find some repetition from section to section – this is because the Handbook is designed to be used for reference.

All the guidelines are available on the GNS website – [www.woodhousegns.org.uk](http://www.woodhousegns.org.uk) – which also includes updates on how the scheme is performing and gives notice of meetings. Various forms can be downloaded from the website.

## **Steering Group**

The steering group meets every few weeks to manage the scheme. If you would like to join or, if you are not sure what to do at any time or wish to share a problem you have encountered, then please contact one of the members of the steering group via the **GNS mobile 07561 890 100**.

## **Your commitment**

As a volunteer with the Good Neighbour Scheme, you do **not** have to make any sort of commitment to be available on a certain day or for a certain length of time each month.

**You can always say “no” when asked to do a job – you do not have to give a reason.**

The Good Neighbour Scheme depends on volunteers giving their time freely. If, as part of a job, you find yourself out of pocket for any reason, then please contact the Telephone Co-ordinator by ringing the GNS mobile 07561 890 100. The Treasurer will ring you back to take details of your expenses and you will be reimbursed from the scheme’s funds.

## **Your feedback**

As a volunteer, your feedback is essential to helping us ensure the smooth running of the scheme. Please let us know if you have any comments relating to this handbook or to the organisation of the scheme itself by calling the GNS mobile and asking to talk to a member of the steering group. Your views will be treated in confidence and will not be shared without your permission.

## **Reviews**

The policies within this handbook and related forms will be reviewed every three years.