

The Good Neighbour Scheme works through a dedicated mobile phone. The number - **07561 890 100** - is advertised monthly in Roundabout.

Any resident, over the age of 18, can ring for help. If the request is for help outside our scope, we will try to advise the caller about other agencies that may be able to provide help.

There is a team of Telephone Coordinators (currently 10) who each hold the phone for a week in rotation. In addition to the phone, the Telephone coordinator holds the Blue Folder which contains comprehensive guidance on

- using the GNS Phone
- taking the necessary details of the caller and the request
- finding a volunteer

The Blue Folder is frequently revised to keep abreast of any changes in circumstances and procedures (for example Covid!).

The phone line is open between 9am and 7pm, 7 days a week. Callers are asked to leave a message if we are unable to answer the call and we will get back to them within 24 hours. The Telephone coordinator is not expected to be dedicatedly on hand. The Good Neighbour Scheme is not an emergency service.

The team is headed by a coordinator whose role is to help with any issues that might arise.

If you are not currently a Telephone Coordinator for the Good Neighbour Scheme but may like to become one and would like to find out more, please call the GNS mobile – 07561 890 100. The Telephone Coordinator will notify a member of the Steering Group to contact you.