

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

Any resident of Woodhouse and Woodhouse Eaves, 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 who each hold the phone for a week in rotation. The Telephone Coordinator is not expected to be dedicatedly on hand. The Good Neighbour Scheme is not an emergency service.

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.

The team is headed by a coordinator whose rôle 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.