



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups



Fulham
Good Neighbours

FULHAM GOOD NEIGHBOURS



Charity Number: 113752

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Welcome and thank you for volunteering with Fulham Good Neighbours (FGN). Hopefully this handbook will provide a useful reference point; however, please contact us directly with any query or concern.

YOUR TIME WITH US

Since 1966 FGN has provided older people and people with disabilities with neighbourly support in their homes and gardens, community and now online. Our history however, can be traced back to the Fulham District Nursing Association from 1919. In 2019 we received The Queen's Award for Voluntary Service.

Vision Statement: To create an inclusive community where neighbours look out and care for each other

Mission Statement: We enrich the lives of older people and people with disabilities in Fulham by providing practical help and creating opportunities to: Contribute to society; Connect with others; and Live life to the fullest

Our Values: Trustworthiness; Being welcoming & inclusive; and Proactivity & flexibility

FGN supports in:

- the **Home and Garden** via:
 - Food to the door – hot food/food packages & toiletries delivered up to 4 times a week
 - Home and garden support:
 - Decorating and DIY for those that cannot pay or do the work themselves
 - Gardening – as above; and
 - Adopt a Garden project – befriending and gardening support
 - Digital support via home visits so to mitigate against digital exclusion
- the **Community** via:
 - Befriending – in person and via telephone
 - Good Neighbour Scheme including shopping, medication delivery, dog walking etc
 - Social clubs, including: Art Group & Reading Group; Chair Based Exercise; and others
 - Our annual Parsons Green Fair
- **Online** via:
 - Online Art Group
 - Online Chair Based Exercise
 - Digital support



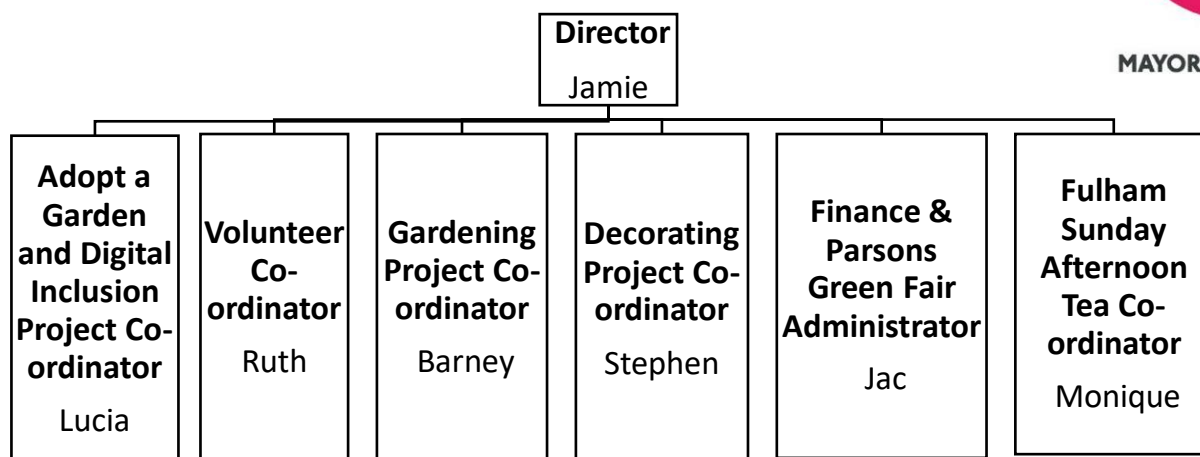
Who to contact

Fulham Good Neighbours, Rosaline Hall, 70 Rosaline Road, SW6 7Q.
020 7385 8850; and info@fulhamgoodneighbours.org

Office hours are weekdays 9am to 5pm. Please see our organigram below:



MAYOR OF LONDON



For support outside of office hours, please contact LBHF Adult Social Care on [020 8753 4198](tel:02087534198) – Option 3.

For urgent medical (but, non-life threatening) help, please contact [111](tel:111) - NHS emergency medical helpline. In an emergency or life-threatening situation, please contact [999](tel:999), requesting the relevant service: ambulance, fire, or police.

Volunteer roles

Adopt a Garden volunteer: Volunteers are matched to beneficiaries, completing monthly visits. Beneficiaries are generally unable to do the gardening themselves; would benefit from a monthly visit; and have a garden requiring only basic maintenance and care.

Befriending volunteer: Volunteers are matched to beneficiaries, visiting on a weekly or monthly basis. This can be delivered in-person or over the phone.

Decorating volunteer: Volunteers assist our decorator during weekdays. Beneficiaries are unable to decorate themselves; and cannot afford to pay privately. No formal decorating training is necessary.

Digital Inclusion volunteer: Volunteers are matched to beneficiaries, visiting the home so to support one-to-one with e.g. Skype calls, online shopping, tablet/smartphone use. There is no prescribed schedule, providing flexibility to work to the beneficiary's requirements and learning speed.

Good Neighbours Scheme volunteer: Volunteers complete practical tasks for beneficiaries. Examples include: DIY; correspondence; paperwork; errands; escorting to appointments; fixing IT and TV issues; shopping; pet care; respite relief etc





Office volunteer: Volunteers perform administrative tasks. Examples include: responding to enquiries, photocopying, managing files etc. Ideally this requires a weekly commitment.

[Parsons Green Fair](#) volunteer: Volunteers ensure a safe and welcoming experience for 8,000+ visitors, including: directing; ensuring safe/clean areas; and lending a hand as

necessary.

Social Club volunteer: Volunteers support our regular clubs. They prepare the room and refreshments, encourage discussion, and support participation. Clubs include: Art Group; Reading Group; Chair Based Exercise; Carers Group; Lunch Club; Sunday Afternoon Tea; and Silver Clubs.

Trustee: Trustees govern the charity, support sub-committees and the AGM and meet every other month. We ask for a long-term commitment of up to 9 years.

We ask all volunteers to support at least once a month.

FAQs

Can I bring a friend or family member? All volunteers must be registered, requiring two approved references and a DBS check. Please refer any friends or family to register with FGN.

Can I give my personal details to a beneficiary? Please provide the FGN number/email only. FGN can pass any message on.

If a beneficiary says something that I disagree with or which makes me feel uncomfortable, what should I do? Feel free to politely state your disagreement or move the conversation on. If it is inappropriate/offensive, please inform FGN.

What if a beneficiary shares information which worries me? If additional support is required (e.g. with finances, housing, bereavement etc) please inform FGN where we can signpost to relevant services. Please also see the [Safeguarding](#) section of this handbook; and ensure to attend FGN's safeguarding training.

Shall I accept gifts? You may only accept gifts of small value (up to £10) when not accepting them would cause offence. Please declare this to FGN. Please politely decline any higher value gifts. Please also see see the [Money Management](#) section of this handbook.

Is there anything I should bring? You may find it useful to take the FGN '[Home Visits information leaflet](#)' and '[Beneficiary Money Handling Procedure](#)' form (under point 1).



What shall I do if there is no reply when have I arranged to meet the beneficiary? The appointment may have been forgotten, but there is the possibility too of harm e.g. a fall. Please always contact LBHF Adult Social Care on 020 8753 4198 – Option 3 and request a welfare check. Please also contact FGN.

Making the most of volunteering

Equality and Diversity: We are committed to recruiting volunteers from a diverse range of backgrounds, reflecting the community we serve. No one should suffer discrimination. Everyone should follow our [equal opportunity policy](#).

References and DBS: Volunteers should provide two referees, prior to volunteering. We will also complete DBS checks, as required.

Induction and ongoing training: Twice a year (Friday pm or Saturday am), we induct all new volunteers. This covers Confidentiality, Health&Safety, Money Management, Safeguarding and more.

Database (HUB): Our online HUB ([here](#)) matches volunteers to tasks. On your first use, please click 'Forgot your password?' so to generate a password.

When you receive an email requesting help you can: decline it; call/email us with any questions; or accept it it.

On acceptance, you will receive beneficiary contact details. Please contact them so to arrange.

In the HUB you can: edit the task date; and send a message directly to the beneficiary (assuming they use email). However, please contact FGN directly via phone/email.

Please update us as to your task preferences/availability so that you only receive task requests accordingly.

Expenses: We will pay reasonable expenses, if receipted, for authorised tasks e.g. bus fares, parking, mileage (45p per mile). We can also reimburse calls, and meals up to £5 for 3.5+ hours volunteering. We reimburse monthly in cash at Rosaline Hall or via BACS. For expense claims of 5+ receipts please use the [Volunteer Expense Claim](#).

Complaints: Please bring any complaint to the relevant staff member. If you are not satisfied, or if you prefer, please refer it to the Director. Following this, you can appeal to the Trustees. Volunteers are expected to comply with our general principles and practices but have the right to discuss any request.

Recognising your support: We have an annual volunteer event in December to recognise your support to the community. Volunteers are also invited to our AGM in autumn.



Other ways to help

A comprehensive list is available [here](#).

Spread the word: Please encourage others to access our services or volunteer. Please get in touch if you can support leaflet or newsletter distribution.

Amazon Smile: Sign up to Amazon Smile [here](#), select Fulham Good Neighbours, and 0.5% of you purchase cost, at no cost to you, will be donated to us.

Give as You Live: Sign up to Give as You Live [here](#), and we will receive donations, at no cost to you, with each purchase.

Sponsored challenges: We welcome runners and cyclists, eager to raise funds; and any other creative fundraising ideas.

Gifts in Wills: Your gift can support us to achieve our aims into the future.



YOUR TIME WITH OUR BENEFICIARIES

Assisting a wheelchair user

We provide full instruction at our volunteer induction. We also provide practical written manuals at Rosaline Hall. Please direct any queries or concerns to our staff.

Communicating effectively

On occasion volunteers may face communication challenges with beneficiaries. Some common barriers include: sensory impairment, such as speech/hearing difficulties; distress; English being an additional language/unfamiliar accents; physical/mental illness affecting concentration/memory; level of literacy; or inappropriate vocabulary/jargon.

Communication tips:

Don't assume anything - check that you are understood; reflect back what has been said; Ask how best to communicate; consider alternative methods.

Perhaps there is an underlying illness or sensory impairment;

Ask open-ended questions; avoid closed (yes/no) questions;

Allow for silences or thinking time.



Confidentiality

Beneficiaries: Confidentiality must be maintained. Please ensure all communication (electronic or hard copy) is securely maintained and used only as required.

You: Your data is held on a secure database; you can access this on request. We will never sell, lend or share personal data externally. A court order would be the only exception.

Please use prefix '141' on calling a beneficiary. Please do not share your contact details; instead direct beneficiaries to contact you via FGN. We can pass any message on.

Conflict of Interest

Please avoid any situations where your personal, financial or other interests might hinder your capability as a volunteer. Always declare any potential conflicts of interest to staff.

Health & Safety

Please take all precautions to protect yourself and any beneficiary. Volunteering is varied, and it is difficult to detail all safety precautions but we advise against: heavy lifting; electrical/specialist repairs; using electric equipment; standing on anything apart from a step-ladder; external work above ground level; any tasks that you are not comfortable with.

Risk: There are limitations on all policies; volunteers should not take unnecessary risks. Examples include: sitting on a ledge to window clean, climbing ladders, standing on chairs.

Volunteers who drive beneficiaries will be required to provide their licence and insurance policy. Please inform your insurer and FGN of any penalty points/motoring convictions.



Insurance

We have a comprehensive insurance policy. Should you suffer an accident/injury/cause damage to someone/property, inform FGN asap. Inform us also of any additional tasks, which you undertake, since our insurers only cover tasks noted by us.

Lone working

Only visit a beneficiary when requested by our staff and when scheduled. An ongoing agreement, such as Adopt a Garden or Befriending, is an exception to this.

FGN will not knowingly put you at risk. However, sometimes conditions will be unknown to us. You have a responsibility to:

Assess risk - Take reasonable care of your own/other people's safety; and be aware of your surroundings and possible threats to your personal safety.

Manage risk - Actively assess risk and identify safety measures; leave any environment if there is



a threat to your safety; follow FGN's policies/procedures; use equipment only in accordance with training; and undertake and follow any training provided.

Report risk - Tell us when safety measures are not adequate/you encounter a 'near miss' or identify previously unidentified risks, and report aggression or violence to us; and report any actual accidents or incidents that occur.

If you have any concerns about your working environment or the tasks you are asked to perform, please contact a member of staff at FGN.

What happens if you are ill, have an accident, or there is an emergency?

Please inform staff asap. A First Aid kit and staff trained in First Aid are available at Rosaline Hall. In an emergency please call 999 and request the relevant rescue service. Out of office hours, please contact LBHF Adult Social Care on 020 8753 4198 – Option 3.

Keeping safe when working alone:

Assess risk - When entering a beneficiary's home, note the exit upon arrival.

Manage risk - Inform someone where you are going and what time you are expected back; keep to your scheduled times; let FGN know of any delays; park in well-lit areas, leave valuables out of sight; fully charge your mobile phone; and put emergency phone numbers and FGN on 'speed dial'.

Report risk - If you are concerned for your safety, leave asap and report it to FGN.

Training – attend the half-yearly induction.

DO DON'T

DO Call the beneficiary by their title (Mr/Mrs/Miss) and surname unless asked not to.

Think before you share too much; ensure you are comfortable with any personal disclosure.

Refer new tasks to FGN, unless it is something small (e.g. buying a pint of milk).

Leave immediately if you feel unsafe.

DON'T Visit beneficiaries when under the influence of alcohol/non-prescribed drugs. Likewise, you are not expected to remain in the home of anyone who is.

Give personal care or administer any medication.

Make promises you cannot keep. If you are unsure of whether to take on a task, we can advise, or we can ask another skilled volunteer.

Give advice. We can find specialists to support with benefits, housing, family difficulties etc. If a beneficiary has a material need, we may be able to find support.

Smoke. Unless invited to do so by the beneficiary if they smoke.

Hold a set of keys to the beneficiary's property.



Money management

Purchasing items for a beneficiary: Beneficiaries must complete and sign a 'Beneficiaries Money Handling Policy' form ([here](#) under 'Volunteers' point 1). Please return the form to Rosaline Hall in person or email.

Other circumstances: We encourage family members/paid carers to handle a beneficiary's financial transactions. The [Money Carer Foundation](#) can provide additional support. Nevertheless:

Cheques: Volunteers should not write a cheque on behalf of a beneficiary. Instead, you can accompany them to their bank or contact their bank to arrange a home visit.

Bank, debit & credit cards: including online shopping: Volunteers must not handle a beneficiary's cards/PIN/long number. Please contact FGN for further guidance.

Online banking: Volunteers must not be involved in a beneficiary's online banking.

Reimbursing volunteers: Volunteers might obtain small value items, which a beneficiary reimburses. The volunteer is under no obligation to, and the total should not exceed £20.

Donations: Beneficiaries are encouraged to donate via [Virgin Money](#) or cheque. Cash donations can be accepted if essential via volunteers. These should be taken to Rosaline Hall asap. Each donation is acknowledged, specifying the amount.

Safeguarding

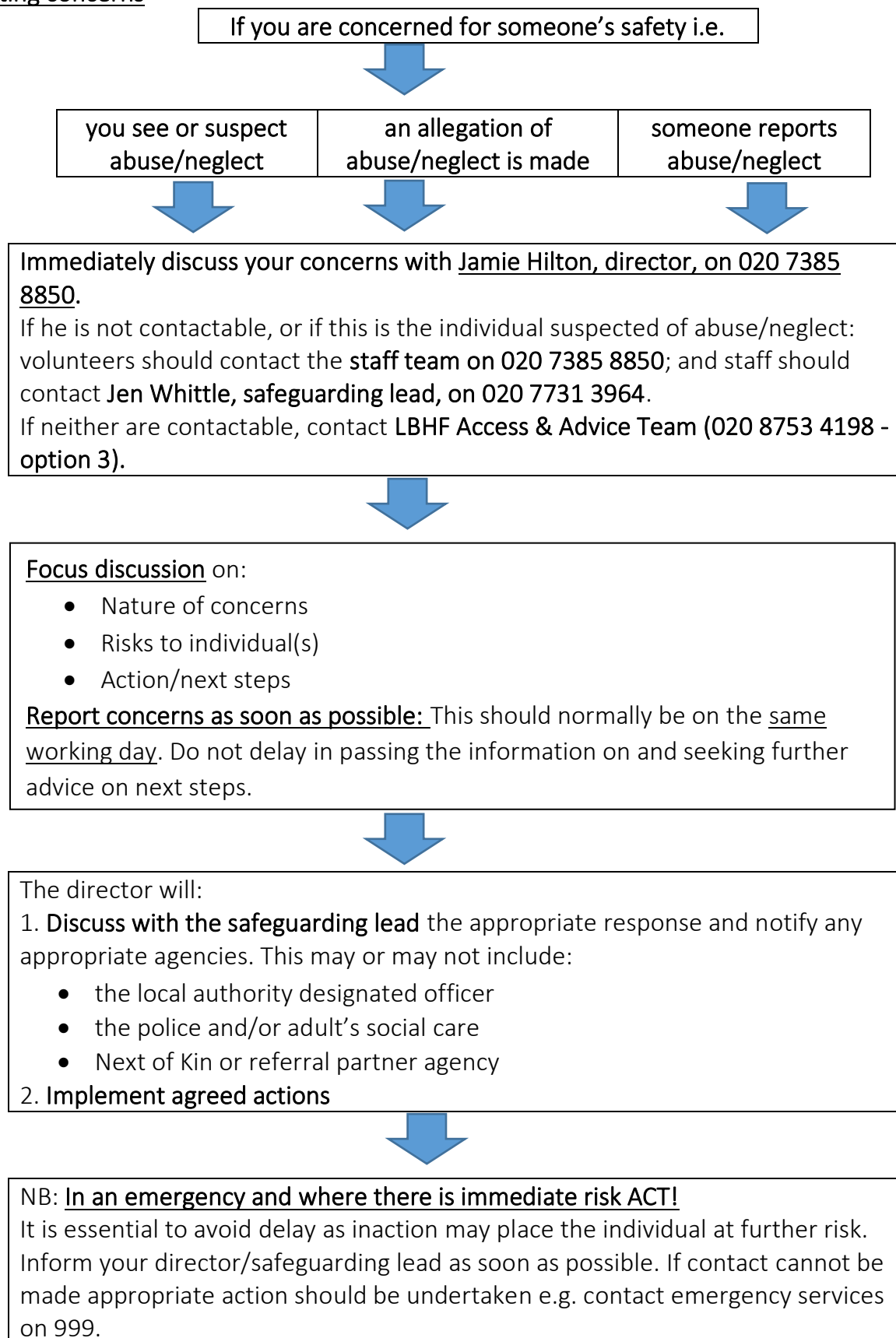
What is Safeguarding adults? *'protecting an adult's right to live in safety, free from abuse and neglect.'* Care and Support Statutory Guidance, Department of Health, updated Feb' 2017
FGN will not tolerate abuse or neglect. We are committed to safeguarding all adults, particularly those with care and support needs.

Please familiarise yourself with FGN's Adult Safeguarding Policy and Procedure.

Dealing with disclosures

- Get brief details about what has happened and what the adult would like done, but do not probe or conduct a mini investigation. Do not, under any circumstance, approach the alleged abuser.
- Seek consent from the adult to take action and to report the concern.
- Consider whether the adult lacks capacity to make decisions about their own/other people's safety and wellbeing. If you act against their wishes or without their consent, you must record your decision and the reasons for this.

Reporting concerns



USEFUL RESOURCES

Local organisations

Bishop Creighton House	Practical/emotional support to the older community.
Nubian Life	Supporting older African/African-Caribbean residents.
Open Age	Social activities for the older community.
Age UK Hammersmith & Fulham	A local branch of the UK's largest charity for older people, offering a range of events and services.
Urban Partnership Group	Community centre running the 'Elders Project'.

National organisations

Dementia Friends	Information on working with dementia.
Alzheimer's Society	Resources and free local training.
NCVO	The National Council for Voluntary Organisations.
Health and Social Care Act	Health and social care policy.
Skills for Care	Information about skills in the social care sector.
SCIE: end of life care	Resources and guidance about end of life care.
Health and Safety Executive (HSE)	Managing the risks in social care.

VOLUNTEER AGREEMENT

Please sign this agreement to confirm that you have read our Volunteer Handbook and agree to abide by our guidelines for Health & Safety, Insurance, Lone Working, Money Management, and Safeguarding.

Once completed, please return this form to Rosaline Hall.

I [print name] _____

confirm that I have read the Volunteer Handbook, and agree to abide by the following Fulham Good Neighbours guidelines

- Health & Safety
- Insurance
- Lone working
- Money Management
- Safeguarding

Signed _____ Date _____

