



supporting people &
sustaining communities



UppWatch



A Handbook for Volunteers



Contents

1. About UppWatch
2. Volunteering Opportunities
3. Guidelines for Coordinators
4. General Volunteer Guidelines
5. Safeguarding
6. Equality and Diversity
7. Volunteer Expenses
8. Useful Numbers

Appendices

- A. Volunteer Information Record
- B. Driver Registration Form
- C. Request Record
- D. Volunteer Work Record
- E. Volunteer Expenses Form
- F. Mileage Expenses Form
- G. Equipment Loan Form



About UppWatch

Welcome - Thank you for volunteering to be part of the UppWatch Scheme. We hope you will find this a rewarding activity as it makes a real difference to the quality of life of many in Uppingham and enables you to become part of an important support network for your local community.

What is UppWatch?

UppWatch is a physical and virtual good neighbour and community safety network offering support, help and guidance to all households and families who request it but with a particular emphasis on the elderly, those who live alone and those in need of assistance for whatever reason.

The network also provides a community resilience communication framework to help alert participating residents in the event of any major civil emergency, health alert or emergency situation notified by the statutory authorities.

In the future, the network will also support, where possible, the 'Home First' philosophy of health care currently being developed by the NHS East Leicestershire and Rutland Clinical Commissioning Group.

We are pleased to supply you with this information handbook. There are guidelines and sample sheets to help you with the smooth running of UppWatch. Please read through this carefully and keep for future reference.



Thank you for volunteering your time and please spread the word to your friends and neighbours. If you have any queries then please contact lead UppWatch Coordinators Margaret & Ron Simpson on 01572 823465.

About UppWatch - 2

What does UppWatch Do?

In collaboration with other agencies it is anticipated that the range of services offered will develop over time to include:-

- An insured network of DBS checked good neighbour coordinators, volunteers and home visitors operating through a central help line number and website
- Signposting to existing charity and statutory sector support services
- Help with a defined range of jobs for those in need and who are not being supported by other local agencies
- Advice and support on a range of community safety matters
- A domestic and emergency equipment loan scheme for registered users
- Registered user access to community transport
- A communication network in the event of civil emergency, a health alert or a major accident.



Volunteering Opportunities



Thank you for volunteering your time. Please spread the word to your friends and neighbours. If you have any queries then please contact an UppWatch Coordinator .

The scheme has a number of volunteer roles:-

1. **Coordinator** - Volunteers who have agreed to commit a set amount of time to UppWatch and who have offered to play an administrative role in the scheme in addition to helping neighbours directly. Coordinators are DBS checked and may take turns at answering the network's telephone calls, texts and e-mails. Coordinators may also undertake an assessment of need for support from other agencies using a provided checklist.
2. **Good Neighbour Home Visitors (GNHV)** - Volunteers who have agreed to offer an hour or more a week (subject to demand) visiting neighbours in need and offering a limited range of support services including companionship and befriending, domestic help, shopping, help with paperwork and the use of new technology. Upon joining the scheme GNHVs will be able to indicate which services they are willing and able to offer.
3. **Volunteer Driver** - A volunteer who has their own transport and has indicated their willingness to offer their services on an occasional basis to transport residents not able to drive. This service will be offered where public or community transport is not available or not appropriate. The service will be chargeable and volunteers will be paid a mileage allowance.

All UppWatch volunteers will be given the option of becoming a key contact in the town's emergency communication network for civil emergencies.

All volunteers will be supplied with a copy of this information handbook and given access to a range of supporting information. Volunteers will be asked to keep a simple record of any assistance they have afforded to neighbours for insurance and protection purposes. Examples of the relevant forms can be found among the appendices of this handbook. Please retain it for further reference.



Guidelines for Coordinators

On taking a call

- Always have a pen, paper and UppWatch information by the phone
- Repeat and write down the name, address and phone number of the caller. Ask for directions if necessary
- Take as many details about the nature of the request as possible
- If you are unsure of the suitability of the request say you will discuss it with the committee and ring the caller back
- Don't be afraid to say "No, it's not in our remit", and refer the caller to other agencies if appropriate
- Always try to leave the caller with a positive feeling about the scheme. Explain what the scheme can do and if it cannot help say why not.



On telephoning a volunteer

- Be friendly, cheerful and encouraging
- Be clear about the task to be done, relaying all information
- Don't put too much responsibility on one volunteer - try to break complex requests into manageable tasks
- Don't give out confidential details about the caller until the volunteer has agreed to take on the task.

When a volunteer agrees to help

- Complete and forward a task sheet or e-mail for the record and provide them with all the details about the client and the task
- Ask the volunteer to report back after completing the task and note any concerns.

General Volunteer Guidelines

These guidelines had been written to encourage safe and enjoyable volunteering, but are not a comprehensive list of dos and don'ts.

If you experience any problems you should contact the UppWatch Lead Coordinators on 01572 823465.

If they are unavailable to help then please contact the Rural Community Council (Leicestershire and Rutland) 01572 335101.

DO

- Make sure you have noted the client's address and telephone number
- Always show your identity card
- Ensure you explain clearly who you are and why you have come
- Bring a mobile phone as the assigned Coordinator should always know where you are
- Always request that the client makes future calls for help through the scheme
- Inform your Coordinator if you see anything that concerns you about a client
- Leave if you feel unsafe
- Contact your Coordinator when you have completed a job
- Ask to be accompanied on your first visit if you feel nervous

DON'T

- Do not provide the client with your personal number
- Do not accept inappropriate behaviour and report any incidents to your Coordinator
- If a client has a fall and is unable to get up by themselves then do not attempt to lift or move them. Make the client comfortable and call 999; paramedics are trained to check for injuries and to lift people correctly
- Do not agree to any major work; the Coordinator may have a list of local businesses who can help



Safeguarding

Coordinators and Volunteers may observe something which gives them cause for concern and this should be reported to the UppWatch Safeguarding and Equality Officer immediately Tel: 07702 798157.

You will not be expected to, and must not, work with children as part of UppWatch. It is important that you do not take on child care responsibilities in any capacity as this is not covered by the scheme. If you have any concerns about children or young adults in the neighbourhood this should also be reported to the Safeguarding and Equality Officer.



Volunteers will

- Not “Do Nothing” - this could be the only opportunity to prevent further safeguarding concerns
- Explain that this information needs to be shared with certain people to keep the person safe
- Ensure that the conversation is conducted in private and keep the information confidential.

Volunteers will not

- Interrogate or doubt any person as this will make them more distressed. This is a task for a professional
- Say anything that could make a person feel responsible for any concerns you may have about safeguarding.



REMEMBER

You should always raise any concerns you have with the UppWatch Safeguarding and Equality Officer, however small, who will pass this on to the relevant public body. It is not your responsibility to investigate or discuss the issue with anyone, particularly the person at risk.

Equality and Diversity

UppWatch is committed to equal opportunities and diversity.

This commitment extends to our volunteers and all who use the service.

We welcome all from the community eligible to participate in the scheme.

Any cause for concern should be reported to the UppWatch Safeguarding and Equality Officer Tel: 07702 798157



We will not discriminate on the grounds of gender, sexual orientation, disability or impairment, age, ethnic heritage, nationality, marital status or faith.

We will ensure that our service is fully inclusive in meeting the needs of all in the community.

We value difference and recognise the value that different backgrounds, skills, outlooks and experience in our volunteers bring to the organisation.

We Aim to

- Include and value the contributions of all involved in the scheme
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- Advertise and recruit for our services as widely as possible
- Reflect the diversity of our community in our publicity and promotional material
- Provide information in clear, concise language whether in spoken or written form
- Respond to all requests for services based on fair and accessible procedures

Volunteer Expenses

The most likely expense a volunteer will encounter will be associated with travel. Normal practice would be to expect a donation from the client to reimburse the cost of the journey made on their behalf.

Volunteers are encouraged to record all expenses as it is important for the scheme's governing body to know the true cost of tasks. Additional costs such as parking fees or DIY materials need to be considered.

If volunteers feel uncomfortable about claiming expenses, they are welcome to donate unwanted reimbursements back to UppWatch which could help clients who are unable to afford mileage contributions.



The specific prices and methods to be used for calculating transport costs will be confirmed by the scheme's governing body and notified to volunteers.

It is important to keep a record of each journey at all times and fill out this information on the mileage expenses form provided.



Useful Phone Numbers - 1



Rural Community Council 0116 266 2905

Round Rutland 01572 335 101

Social Services - Emergency 0116 255 1606

Children 0116 305 0005

Adult Social Care 0116 305 0004

Social Services - Rutland 01572 758351

Children 01572 758 407

Adult Social Care 01572 758 341

Emergency 999

Contact for all emergency services

Police non-emergency 101

The number to call when you want to contact your local police in England and Wales when it's less urgent than a 999 call. Available 24/7.

NHS non-urgent 111

Single point of access to all non-emergency NHS services and queries. Patients can use this number when they need medical help or advice and it's not urgent enough to call 999. Available 24/7

Age UK - Leicestershire and Rutland 0116 299 2233

Alcoholics Anonymous 0800 9177 650



Useful Phone Numbers – 2



| | |
|--|-----------------------------|
| <u>Buy with confidence</u> | <u>03454 040506</u> |
| Provides consumers with a list of local businesses which have undergone a series of detailed checks before being approved as a member of the scheme. | |
| <u>Citizens Advice Bureau - Rutland</u> | <u>01572 723494</u> |
| <u>Cruse Bereavement Centre</u> | <u>0808 808 1677</u> |
| <u>National Domestic Violence Helpline (24hr)</u> | <u>0808 2000 247</u> |
| <u>No Panic (Helpline)</u> | <u>0844 967 4848</u> |
| <u>Macmillan Cancer Information and Support</u> | <u>0808 808 00 00</u> |
| <u>MIND Info Line</u> | <u>0300 123 3393</u> |
| <u>National Missing Persons Helpline</u> | <u>116 000</u> |
| <u>NSPCC</u> | <u>0808 800 5000</u> |
| <u>Voluntary Action Rutland</u> | <u>01572 722 622</u> |
| <u>RSPCA</u> | <u>0300 123 4999</u> |
| <u>Samaritans</u> | <u>116 123</u> |
| <u>Royal Voluntary Service</u> | <u>0116 266 7706</u> |
| <u>Macmillan Volunteer Coordinator (Rutland) Elaine Rootham</u> | <u>01572 823942</u> |
| | <u>Mobile: 07711 325517</u> |

Volunteer Information Record

Family Name of Volunteer

First Name (s)

Address

Post Code

E-mail Address

Telephone

Mobile

In case of emergency contact - Name.....

Emergency Contact Telephone Number

Do you have an enhanced DBS Certificate less than two years old?

YES ☐ NO ☐

If yes, what is the reference number:

Availability - please indicate the times which would suit you

| | MON | TUE | WED | THUR | FRI | SAT | SUN |
|---------|-----|-----|-----|------|-----|-----|-----|
| AM | | | | | | | |
| PM | | | | | | | |
| Evening | | | | | | | |

This information will be treated as strictly confidential and only used by the Coordinators when needed.

Availability (please circle) Daily Weekly Fortnightly Monthly

Volunteer Information Continued

Help you can provide

Types of voluntary work - please tick for help you would be willing to offer

| | | |
|---|--------------------------|---|
| Transport | <input type="checkbox"/> | |
| Driving to the hospital/appointments | <input type="checkbox"/> | |
| Longer trips | <input type="checkbox"/> | |
| Could you carry a wheelchair in your car? | <input type="checkbox"/> | |
| Could you assist a wheelchair user? | <input type="checkbox"/> | |
| Could you wait for a return journey? | <input type="checkbox"/> | |
| | | |
| Shopping/errands | <input type="checkbox"/> | |
| Befriending | <input type="checkbox"/> | |
| | | |
| Help with form filling/letter writing | <input type="checkbox"/> | Simple DIY <input type="checkbox"/> |
| Gardening | <input type="checkbox"/> | IT support <input type="checkbox"/> |
| Domestic work | <input type="checkbox"/> | Emergency pet care <input type="checkbox"/> |
| | | Cooking <input type="checkbox"/> |
| | | Other (Please specify) <input type="checkbox"/> |

.....
Please return this form to (or telephone 01572 823465 to have it collected)

The Coordinator, UppWatch, 7 Hawthorn Drive Uppingham, LE15 9TA
along with a passport sized photo for your volunteer identity badge.

Thank you for offering your help

This information is correct and I am over 18 years of age:

Signed

Date

Are you willing to be a contact for the purpose of informing neighbours in your street in the event of a civil emergency or major health/weather alert? YES/NO

Volunteer Driver Registration Form

Driver Details

Driver's Full Name

Driver's Address

Driving Licence Details

| Number | Expiry date | Endorsements Yes/No |
|--------|-------------|---------------------|
|--------|-------------|---------------------|

Please give details of any Endorsements

Car Insurance Details

Insurance Company

Policy Number

Renewal Date

Car MOT Test Date

Car Tax Date

Volunteer Driver Declaration

I wish to offer my services as a volunteer driver. I have been informed of procedures and I understand fully what I may be asked to do.

I confirm that I hold a valid driver licence and motor insurance. I have advised my insurance company of my intention to drive on a voluntary basis.

Should either my license or insurance lapse or my insurance be endorsed, I will inform the UppWatch Coordinator.

My car is taxed and has a current MOT (if required) and it will be kept in a safe and roadworthy condition. I will at all times comply with relevant legislation governing the use of motor vehicles.

Signed:

Date:

Please return completed form to:

UppWatch, c/o The Coordinator, 7 Hawthorn Drive, Uppingham LE15 9TA

Request Record

| Date | Name and Contact Details | Request | Action |
|------|--------------------------|---------|--------|
| | | | |
| | | | |
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| | | | |
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Volunteer Work Record

Name

Telephone

Address

[illegible]

Volunteer Expenses Form

Only expense categories authorised in advance by the Coordinator and paid for by the client should be recorded as claimed

| Date | Expense | Amount | Signed by Client |
|------|---------|--------|------------------|
| | | | |
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Volunteer Mileage Expenses Form

Only expenses authorised in advance by the Coordinator and paid for by
the client may be claimed

| Date | Client Name and Reason for Journey | Miles Travelled | Cost per mile | Total Cost | Client's Signature | Donation |
|------|---------------------------------------|--------------------|------------------|------------|-----------------------|----------|
| | | | 0.50p | | | |
| | | | 0.50p | | | |
| | | | 0.50p | | | |
| | | | 0.50p | | | |
| | | | 0.50p | | | |
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| | | | 0.50p | | | |
| | | | 0.50p | | | |
| | | | 0.50p | | | |
| | | | 0.50p | | | |



In Partnership with the Beeches Residents Association

Equipment Loan Scheme – Regulations

Tel: 01572 823465

1. Items may be borrowed for 1 week or over the weekend.
2. Borrower must comply with health and safety regulations and operating instructions of any item borrowed.
3. Recommended donation to the Equipment Fund shall be £5 for a weekend loan and £10 for a whole week loan payable in cash.
4. A refundable deposit (cheque) must be left with the Equipment Officer.
5. Borrower must sign to accept responsibility for any damage to loan item.
6. Borrower must sign to say equipment is borrowed and used at own risk and on own insurance.
7. All borrowers must be registered members/beneficiaries of UppWatch or the BRA and on the Uppingham Electoral Register.
8. All equipment is loaned for personal and non-commercial use.
9. The Board of BRA Ltd will have the final say in the event of any dispute.
10. Suggestions for new items of equipment should be sent to the Coordinator at rons@clara.net
11. To borrow equipment Tel: 01572 823465. The Borrower will be responsible for providing transport where required.

Equipment List as at April 1st 2017

(Note emergency response equipment will be added in the summer)

| Item | Deposit |
|--|---------|
| Stihl Pressure Washer with attachments | £25 |
| Hollow Tine Fork | £5 |
| Aluminium Extension Ladder | £20 |
| Builders Wheelbarrow | £5 |
| Car Battery Charger | £3 |
| Various Hand tools | £5 |
| Garden Power Lead with ELCB Protection | £10 |
| Father Christmas Outfit | £20 |
| Garden Shredder | £25 |
| Fan Heater | £10 |
| Emergency Kitchen Set (Hotplate, Kettle, Pans) | £10 |

Borrower Details

Name..... Address.....

Tel..... E-mail

I confirm that I have read the above regulations and agree to abide by them. I confirm that I have received the following item(s) in good condition, have borrowed it/them at my own risk and agree to return it/them in good order and on time.

Item(s) borrowed

Signed Date Time

UppWatch Partners and Contact Details



7 Hawthorn Drive Uppingham Rutland LE15 9TA

T: 01572 823465 E: enquiries@uppwatch.uk



**Rural Community Council
(Leicestershire & Rutland)**

Charity No. 1077645 Company No. 3665974

T: 0116 2662905 E: info@ruralcc.org.uk

W: www.ruralcc.org.uk

**Community House, 133, Loughborough Road,
Leicester, LE4 5LQ**

Uppingham Neighbourhood Forum



Rotary Club of Uppingham

