



FRowFriends

Befriender

Volunteer Handbook

UPDATED MARCH 2018



BEFRIENDER VOLUNTEER AGREEMENT

WHAT WE ASK OF YOU

- To visit your client on a regular basis
- To treat your client with respect, kindness, politeness, and honesty.
- To respect your client's right to confidentiality.
- Monitor your client's health and well-being and contact the coordinator if you have any concerns as soon as possible.
- If you cannot visit at the time arranged, please make every effort to let your friend know.
- If you wish to stop visiting your client you will give us as much notice as possible.
- To follow and work within the guidelines within this volunteer pack, at the end of this document.

WHAT YOU CAN EXPECT FROM US

- There will be discussion with you prior to placing you with someone.
- You will be introduced to your client by your coordinator.
- That after a trial period of 6 weeks we will review with you and your client how the visits are progressing and if they should continue.
- We will discuss your visits with you, both formally and informally and wherever possible provide you with information regarding other service provision that would benefit your client.
- We will provide the opportunity for training throughout the year following an initial induction training session.
- If you wish to stop visiting or leave the scheme, we will help you to finish in a planned way.
- Regular contact with a named coordinator to discuss your volunteering successes and any problems.
- Do our best to help you develop your volunteering role with us and assist you with achieving any goals you may have, if you so wish.
- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.
- We will try to resolve fairly any problems, grievances or difficulties you may have while you volunteer with us.

WHAT HAPPENS NEXT – OUR RECRUITMENT PROCESS

It is vital that older people can feel confident in the scheme. They need to know that all our volunteers are trustworthy and capable. To that end we need to perform some checks.

Application form- all volunteers are asked to complete a brief application form and to provide a head and shoulders photo for use on their ID badge.

- **References-** we take up two-character references by email. These cannot be relatives. Please ask the permission of the referees before you provide their names.
- **Informal meeting-** an opportunity for you to find out more about the befriending role as well as for us to understand your background and what we can offer.
- **Disclosure and Barring Service Check (DBS) –** we need you to complete a DBS form and allow us to copy your ID documents. See below for documents needed:
 - Current valid passport (if applicable)
 - Current Driving Licence UK, Isle of Man, Channel Islands and EU (Full or Provisional)-Photo card style only (if applicable)
 - Your National Insurance Number (if applicable)
 - Address details for the last 5 years including the dates you moved into and out of each address (if applicable)
 - Details of any previous names you have been known by including the dates that you changed names (if applicable). After a few weeks you will receive your disclosure certificate.
- **Induction training-** to equip you in your befriending role training will take place and will enable you to meet with other befrienders.

Once you have completed all the above steps we will be in a position to link you to someone who needs visiting. This may take approximately 4 weeks. Frow Friends maintains a small 'pool' of befrienders to enable us to match a client and befriender successfully.



BEFRIENDING GENERAL GUIDELINES

- Befrienders are a guest of the client and should respect their opinions and beliefs.
- As a FRow Friends representative we expect our volunteers to act with respect and courtesy towards other service providers, family members and volunteers.
- Physical tasks should be avoided - i.e. personal care, gardening, odd jobs etc. You're there to give quality time and provide a listening ear.
- Clients may be benefitting from paid services from other organisations, befrienders must not obstruct the delivery of these services.
- Confidentiality must be maintained to ensure no breach of trust between client and befriender, any worries or concerns should only be shared with your coordinator.
- We encourage our befrienders to help our clients maintain their independence by doing activities together. A balance needs to be kept so the client does not become too dependent on you.
- Monetary or valuable gifts should not be exchanged. As a guide, occasional small gifts such as chocolates and flowers would be acceptable as refusal may cause offence.
- Outings should be a shared expense, eg contributing towards petrol and each paying for your own entry and refreshments.
- Befrienders should always have a mobile phone and their list of numbers in case of emergency. If you are doing anything beyond the agreed activities, please remember to text a coordinator, client's family member **and** a personal contact for insurance purposes.



FRow Friends

Joining together to bring out the best in our
community

VOLUNTEER APPLICATION FORM

UPDATED MARCH 2018

All details in this form will be treated as strictly private and confidential. Please write clearly in black ink or return via email completing all sections of the application.

PERSONAL DETAILS:

Mr/Mrs/Miss/Ms/Other: _____

First Name/s: _____

Surname: _____

DOB: _____

Address: _____

_____ Postcode _____

Contact number: (Home) _____ (Mobile) _____

Email: _____

How did you hear about us? _____

DATA PROTECTION: Forest Row Parish Council takes your privacy seriously and will only use your personal information to complete your application for the volunteer role you have applied for.

We will not share your details with third parties but may wish to contact you about other services or events that we are holding. If you consent to us contacting you, please tick to say how you would like us to contact you.

Post Email Telephone

AVAILABILITY:

How often would you be available? **Weekly/Fortnightly/More Often** (please circle)

On which days?

Monday		Tuesday		Wednesday		Thursday		Friday		Weekends		Bank Hols	
AM		AM		AM		AM		AM		AM		AM	
PM		PM		PM		PM		PM		PM		PM	

PREFERENCES:

Do you have access to a car and if appropriate would you be willing to take your client out for short trips/shopping? Car **Yes/No** Shopping/Trips **Yes/No**

Do you have any hobbies or interests that may help us in matching you to a client?

What do you hope to get out of volunteering for FRow Friends? _____

Would you be interested in befriending someone who has:

- Dementia (further training is available) **Yes/No/Not sure**
- Short term memory problems? **Yes/No/Not sure**
- Learning disability? **Yes/No/Not sure**
- Physical disability? **Yes/No/Not sure**

Would you be happy to visit a lady or a gentleman? **Yes/No, prefer a man/lady**

Would you be happy to visit someone living in a Care home? **Yes/No**

Would you be happy to make befriending phone calls with a client? **Yes/No**

RELEVANT DETAILS:

Do you have any experience, skills or qualifications which may be relevant to your role as a befriender? _____

REFERENCES:

Two references will be required. Please provide their details below.

Name: Mr/ Mrs/Miss/Ms _____

Address: _____

_____ Postcode: _____

Contact number: _____

Email address: _____

How long have you known this person? _____

Name: Mr/ Mrs/Miss/Ms _____

Address: _____

_____ Postcode: _____

Contact number: _____

Email address: _____

How long have you known this person? _____

CONFIDENTIALITY AGREEMENT:

In the course of your visiting you will have access to confidential information and records about your client and sometimes other befrienders. It is therefore vital that you treat all information about your clients and other befrienders as confidential.

We must all have confidence that personal information is never released.

Please sign this Confidentiality Agreement to confirm that you accept your responsibility to maintain the confidentiality of your friend/s and other befrienders.

SIGNED: _____ **DATE:** _____

DECLARATIONS:

I confirm the information in this application is correct.

I give permission for the information in this application to be held on a computer and any paper copies which will be for the sole purpose of FRow Friends and the coordinators.

I have read and accepted the volunteer agreement form. **Yes/No**

I will attend appropriate training sessions. **Yes/No**

I hereby give my consent to FRPC to complete a Data Barring Search on me.

Please sign here _____

Do you have a subscription to the DBS Update register? If so please provide your reference number _____

This agreement is not a legally binding contract and neither of us intends that any employment relationship is to be created either now or at any time in the future.

Signed: _____ **Date:** _____

FRow Friends would like to take this opportunity to thank you for committing your time to this project and hope that it will be a rewarding and enjoyable experience.

Once completed, please return this form in a sealed envelope marked Private and Confidential to:

Sara Smart, Community Services Officer, Forest Row Parish Council,
The Community Centre, Hartfield Road, East Sussex, RH18 5DZ.

Or email to: sara.smart@forestrow.gov.uk



FOREST ROW PARISH COUNCIL

ADULT SAFEGUARDING POLICY



1. STATEMENT

- 1.1 Forest Row Parish Council ('the Council') considers it the duty of Councillors, staff and volunteers to protect vulnerable adults with whom they come into contact from abuse.

2. INTRODUCTION

- 2.1 The Council is involved in providing services for a wide range of people. Some of these people are likely to be 'vulnerable adults.'
- 2.2 This policy is based on No Secrets, the national guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health, 2000)
- 2.3 The Council has obligations to strive to protect vulnerable adults who it may believe to be abused or at risk of abuse or neglect.
- 2.4 The policy and procedures have been developed to assist Councillors, staff and volunteers in acting on reported or suspected abuse.
- 2.5 Depending upon the nature of particular services or the requirements of particular funders or partner agencies, the policy and procedures may be supplemented by other local procedures.

3. DEFINITIONS

- 3.1 No Secrets defines a vulnerable adult as:

'A person (over 18) who is or may be in need of community care services by reason of mental or other disability*, age or illness

and

Who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.'

* Disability includes sensory impairment, physical impairment, learning difficulties etc.

3.2 No Secrets defines abuse as:

‘Abuse is a violation of an individual’s human and civil rights by any other person or persons.’

4. CATEGORIES OF ABUSE

4.1 No Secrets recognises six categories of abuse:

- 4.1.1 physical abuse, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions;
- 4.1.2 sexual abuse, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;
- 4.1.3 psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
- 4.1.4 financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
- 4.1.5 neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
- 4.1.6 discriminatory abuse, including racist, sexist, that based on a person’s disability, and other forms of harassment, slurs or similar treatment.

5. RESPONSIBILITIES OF COUNCILLORS, STAFF AND VOLUNTEERS

5.1 Councillors, paid staff and volunteers have a responsibility to be aware and alert to signs that all is not well with a vulnerable person. However, they are not responsible for diagnosing, investigating or providing a therapeutic response to abuse. In addition, not all concerns relate to abuse, there may well be other explanations. It is important to keep an open mind and consider what is known about the vulnerable person and his or her circumstances. No action should be taken without discussion with the Council’s Safeguarding officer (or if s/he is absent and in an urgent case, the Community Services Officer).

6. DISCLOSURE OF ABUSE

6.1 If a vulnerable person discloses that they are being abused or any service user discloses that they are involved in abuse of a vulnerable person, action should continue as in Section 8. All action must proceed urgently and without delay.

7. SUSPICION OF ABUSE

- 7.1 There may be circumstances when a volunteer or member of staff suspects that a vulnerable adult is being abused or neglected.
- 7.2 It is vital that anyone who suspects a vulnerable adult is being neglected or abused discusses the situation immediately with the Council's Safeguarding Officer (or if s/he is absent and in an urgent case, the Community Services Officer). Action should continue as in Section 9.

8. ACTION ON DISCLOSURE OF ABUSE

- 8.1 There should always be the opportunity to discuss welfare concerns with and seek advice from colleagues, and other agencies, but:
- Never delay emergency action to protect a vulnerable adult.
 - Always record in writing concerns about a vulnerable adult's welfare, whether or not further action is taken.
 - Always record in writing discussions about a vulnerable adult's welfare.
 - At the close of discussion, always reach clear and explicit recorded agreement about who will be taking what action, or that no further action will be taken.
- 8.2 At all times action must proceed urgently.
- 8.3 A Councillor, staff member or volunteer informed of abuse should remind the service user that the Council cannot guarantee confidentiality where a vulnerable person is at risk of abuse or further abuse.
- 8.4 Volunteers should consult with the staff member co-ordinating their service before taking any action.
- 8.5 Additionally, all action taken following a disclosure of abuse should be discussed in advance with the Council's Safeguarding Officer.
- 8.6 In circumstances where a service user declines to disclose, despite some work having been done towards disclosing, it may be necessary to report the alleged abuse without the service user's agreement. In these circumstances, a service user must be notified in advance of the decision to report to social services.
- 8.7 Any staff member may report a disclosure of abuse to social services irrespective of the opinion of other staff.
- 8.8 It is important for Councillors, staff and volunteers to make written records of any incidents or concerns that they have as soon as possible and if appropriate to include sketches of sites and sizes of injuries. It is also important to make a record of conversations with the vulnerable person using the same language the vulnerable person used especially names used for body parts or sexual acts.
- 8.9 Full written records must be maintained of all disclosures and actions following disclosure.

9. ACTION ON SUSPICION OF ABUSE

9.1 There should always be the opportunity to discuss welfare concerns with and seek advice from colleagues, and other agencies, but:

- Never delay emergency action to protect a vulnerable adult
- Always record in writing concerns about a vulnerable adult's welfare, whether or not further action is taken.
- Always record in writing discussions about a vulnerable adult's welfare.
- At the close of discussion, always reach clear and explicit recorded agreement about who will be taking what action, or that no further action will be taken.

9.2 At all times action must proceed urgently.

9.3 Volunteers should consult with the staff member co-ordinating their service before taking any action.

9.4 Additionally, all action taken following suspicion of abuse should be discussed in advance with the Council's Safeguarding Officer.

9.5 In all cases of suspected abuse the Council's Safeguarding Officer and staff member should discuss whether issues relevant to different cultures and lifestyles have any bearing on the matter.

9.6 As an organisation the Council welcomes the fact that people and lifestyles are diverse and does not make judgements about the acceptability or otherwise of lifestyles. However, it is important that this philosophy does not stand in the way of the organisation's responsibility to protect vulnerable people from harm.

9.7 Any staff member may report a suspicion of abuse to social services irrespective of the opinion of other staff.

9.8 It is important for Councillors, staff and volunteers to make written records of any incidents or concerns that they have as soon as possible and if appropriate to include sketches of sites and sizes of injuries. It is also important to make a record of conversations with the vulnerable person using the same language the vulnerable person used especially names used for body parts or sexual acts.

9.9 Full written records must be maintained of all disclosures and actions following disclosure.

10. MAKING A REFERRAL

10.1 Social services departments have been designated as the lead agencies with responsibility for co-ordinating a response to allegations or concerns of abuse.

- 10.2 The Council's Safeguarding Officer (or if s/he is absent and in an urgent case, the Community Services Officer) has the responsibility of informing the relevant social services department of concerns over the abuse or neglect of vulnerable adults. Detailed referral arrangements may differ between localities and, therefore, the Council's Safeguarding Officer (or if s/he is absent and in an urgent case, the Community Services Officer) should ensure that they have up-to-date referral information for their locality.
- 10.3 The Council's Safeguarding Officer (or if s/he is absent and in an urgent case, the Community Services Officer) should work within the following timescales for reporting allegations or suspicions of abuse:
- Immediate if the vulnerable person is at risk of serious physical harm, or a serious criminal act has taken place, and evidence will need to be kept safe
 - Within 24 Hours if it relates to a specific incident which is, or may be still going on, or may happen again
 - Within 7 Days if it is a more general concern, which does not indicate immediate harm.

11. SUPPORT TO COUNCILLORS, STAFF & VOLUNTEERS

- 11.1 The Council will support Councillors, staff and volunteers in these circumstances. If the social services department need further involvement from Councillors, staff or volunteers following a report of abuse, the Council's Safeguarding Officer will discuss with the social services department the nature of their needs and how they might be met.

12. ALLEGATION OF ABUSE MADE AGAINST A COUNCILLOR, STAFF MEMBER OR VOLUNTEER

- 12.1 Councillors, staff and volunteers may be subject to abuse allegations. The Council will offer support in these circumstances, but the social services department will be assisted in their investigation and the disciplinary procedure may be implemented.

13. CONFIDENTIALITY

- 13.1 Confidentiality is central to the work of the Council, and the attention of all staff and volunteers is drawn to the Confidentiality Policy.

14. PREVENTING ABUSE BY COUNCILLORS, STAFF OR VOLUNTEERS

- 14.1 It is important that any staff or volunteers who are likely to be working alone with vulnerable people are thoroughly vetted before being employed. At the Council, this means as well as references being checked there will also be a requirement for offences to be declared and a Disclosure & Barring Service check undertaken.

- 14.2 It should be noted that having a criminal record does not prevent someone from being recruited as a staff member or volunteer in all circumstances. Staff should seek the advice of the Council's Safeguarding Officer in cases of doubt.
- 14.3 It may be very hard for a staff member or volunteer to report a concern about a colleague to the Council's Safeguarding Officer or other third party but, as with all the other difficulties people will come across, the safety and protection of a vulnerable person must be the priority in any decision that is made.

Policy due for review:

April/May 2018