

Good Neighbours

Volunteer Befriender Information Pack



The purpose of this session is:

- ❖ To gain greater understanding of Good Neighbours Coventry
- ❖ To give you a greater understanding of older people in Coventry
- ❖ To inform you of who and how to refer into Good Neighbours
- ❖ To train you as a volunteer - allowing you to volunteer safely and knowledgeably
- ❖ To give you useful information that you can pass on to your community

What is Good Neighbours?

Good Neighbours was founded in 2016. It has already helped 3000+ local over 50s individually and a further 750 people who are part of social groups. You can be part of this project! You can help lower rates of depression, reduce vulnerability and risk as well as social isolation for someone. It can also be beneficial for your social skills, give you structure, improve your self-esteem and confidence.

Loneliness is a huge health risk. Both Coventry City Council and the NHS support Good Neighbours, as loneliness has such a detrimental impact on health.

Vision for Good Neighbours

- Help older people feel less isolated by engaging with their community via 1:1 friendship
- Build confidence in older people. Increase opportunities for them to get out of home
- Continue to be an adaptable project (such as with our COVID-19 response)



HOPE Coventry: overall charity - hopecoventry.org.uk

HOPE Coventry exists to enable Coventry churches together to transform our city. We do this by supporting projects that meet the needs of vulnerable people, e.g. offering debt advice through Christians Against Poverty.

What is befriending?

Our clients are individual and unique - as are our volunteers. One size doesn't fit all!

- ❖ Local people as befrienders - usually
- ❖ One to one home visiting - usually
- ❖ Chatting together - almost always
- ❖ Ad hoc practical tasks e.g. changing a light bulb - sometimes
- ❖ Local walks - sometimes
- ❖ Driving / going with someone to a local group - sometimes
- ❖ Going to a café together - sometimes
- ❖ Practising a hobby together - sometimes

Befrienders should only do things that both they and the older person are comfortable with.

How does the friendship work?

The relationship is regular, non-judgemental, personal, mutual and purposeful, with a commitment over time (minimum 4 months). The friendship is monitored by and supported by the Good Neighbours team to keep everyone safe.

There are some useful skills to build these friendships - good listening, expressing appreciation, shared interests or common experiences, and clear limits/boundaries in the relationship.

Befrienders are not:	
carers/medics	taxi drivers
handypersons	housekeepers

Boundaries are essential in befriending. If the older person is asking you for extra support, tell them you will ask Good Neighbours for advice. Don't get pulled into doing lots of things for the older person.

Please say 'no' & blame Good Neighbours if you need to!

Tips and suggestions for home visiting

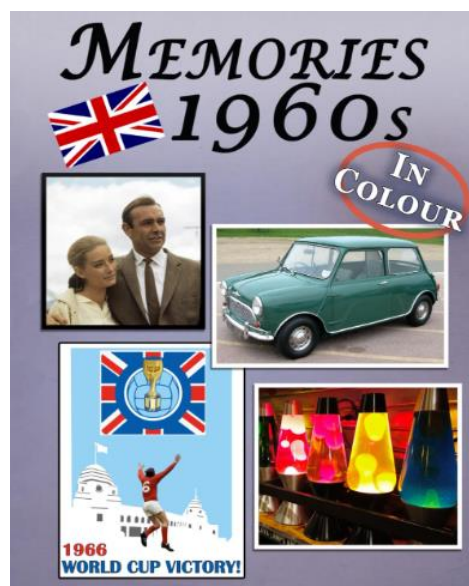
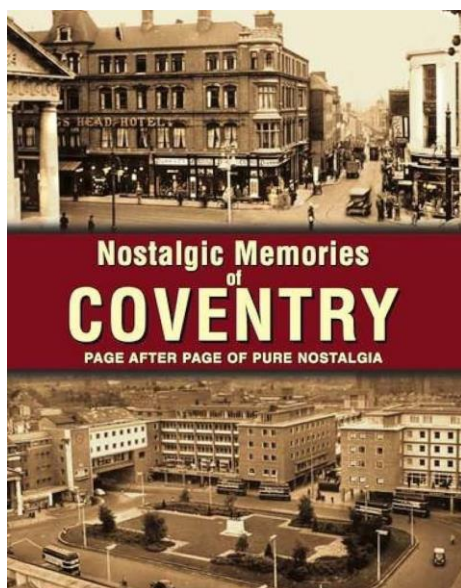
- ◆ Arrange a regular time to visit your befriender. Call or go when you say you will – your contact may be the highlight of your befriender's day (and perhaps yours too!)
- ◆ Ask about your befriender's day / how they are. If the person is living with memory loss, asking for specifics on what they have done that day might be tricky for them to answer.
- ◆ Share something from your day. It's always nice to hear about someone else's day.
- ◆ Listen to any concerns or questions your befriender may have – no concern is too small, and it can be helpful to share something even if there is no solution. Know your limitations. If you're not sure about something, say you will check with the Good Neighbours team. "I'm not sure about that, but I'll do my best to find out" reassures them that you have listened.
- ◆ Ask 'I wonder' or 'Tell me about'. It's less pressurised than 'Do you remember?'
- ◆ Discuss what's around you - ornaments, photos, books, pictures or a DVD collection. Where did they come from? What is the story behind them? Why did they want them? You could take along your own box of different images to promote discussion.
- ◆ Share any good news stories you have heard. Let them ask and learn about what's happening in the world. You are their real-life connection to life outside their home.
- ◆ Work together: do a jigsaw, bake, make tea, sort out photos, cards or books.
- ◆ Nature is known to be very therapeutic - if it's safe, could you take a walk locally?
- ◆ You may both decide to share some short culture together (poems, short stories, or a piece of music). But if you both want to watch a film together, go ahead!
- ◆ Notice if there is anything unusual. For example, letters piling up unopened may indicate a problem with a person's wellbeing, even if they say they are fine. Don't get worried or stressed about your concern - just report it.
- ◆ Companionable silence is also positive.
- ◆ Remember we all have good and bad days. It's important to listen, not dismissing their emotions.
- ◆ Arrange the time of your next visit.
- ◆ Finish on a positive note. Share something you are looking forward to – this can be something small, like having another chat together.

You're welcome to chat with the befriender about whatever takes your interest.

If you're stuck for a topic to chat about, try:

- Where and when you were born
- Parents, family, siblings
- Events you remember from your early years
- Starting school. What you liked, didn't like at school
- What did you want to be? What did you do when you left school?
- Work life and colleagues
- Girlfriends, boyfriends, friendships
- How the local area has changed over time
- Special places you went to – holidays, day trips, pubs, religious buildings, social clubs
- Special things you did
- Important people in your life
- Three big events in your life. Three things you're proud of
- What you most liked doing – hobbies, interests, everyday tasks
- The hardest thing
- Something you've learned. Advice to share

Once you have started befriending, please share what has worked well for you. It's always good to pass successes onto new befrienders.



*Coventry libraries have
free picture & photo
books for reminiscence
that you can borrow*

Who are the clients?

- Over 50 (usually over 70)
- Slightly more female than male
- Usually single
- Often bereaved and/or disabled
- Some have depression, anxiety or dementia
- Referred in by GP, social prescriber, care navigator, social worker, hospital, hospice, community centre, church, food bank, neighbour, family, friend, self...
- Referrals via phone or email form
- Referrers asked for known risks

Befriending Exercise

Discuss each scenario and think about the possible risks / consequences for you as a volunteer, and for the older person you are befriending.

	Always Appropriate for me to do	Varies	Never Appropriate for me to do	Factors I'd consider before doing it
Giving your phone number or address to them				
Talking about your life with them				
Recommending a tradesperson				
Mowing the lawn				
Talking about dementia				
Making a cup of tea / coffee				
Helping them to buy something				
Giving them a lift in your car				
Accepting a box of chocolates				
Talking with your family or friends about them				

Volunteering - how does it work?

hopecoventry.org.uk/volunteertraining/ has links to the application form, the policies, DBS information and more.



1. Complete your online application form, telling us about your hobbies and interests.
2. Visit www.matrixscreening.com/thirtyoneeight/ to submit your DBS check information.
3. We must see your ID in person to apply for your DBS. We make copies to speed it up.
4. We process your application including collecting references and applying for your DBS.
5. During this time, we match you with an older person 'on paper', based on your availability during the week, and the things you've told us that you're interested in.
6. If you are visiting a new client - when your application process is complete (references and DBS), we make a date to introduce you to the older person in their home.

If you are visiting someone you were matched with in lockdown, we'll tell you when you're cleared. We are happy to come along to your introduction visit if necessary.

7. During this first meeting, decide if you'd like to get to know the older person better.
8. If you both want to meet again, plan the next visit. If you are unsure or don't like them, use the **code phrase "I will have to check my diary"**, then discuss with the coordinator.
9. After each visit, send us a quick note – is everything ok? – by email or text.

Don't!	Please Do
<ul style="list-style-type: none">× Don't give your personal details without considering the possible consequence.× Don't recommend services, particularly tradespeople. If the older person needs advice then refer them to the GN team.× Don't contact agencies on behalf of the older person without discussing it first with the GN coordinator.× Don't do anything that is nursing, medical or personal care in nature. No medication, lifting or toileting.× Don't buy or sell with your older person or get involved in any financial matters including being a witness for a legal document or act as executor.× Don't over commit yourself or do more than makes you comfortable.× Don't be afraid to say NO!	<ul style="list-style-type: none">✓ Try to keep your visits regular – if possible the same day and time.✓ If you are not able to make a planned visit then please tell the GN team/let the older person know.✓ Talk to the GN coordinator about any issues or concerns or queries that arise.✓ Keep the personal details and contact information of the older person confidential.✓ Report any suspicions of abuse or mistreatment to the GN team. If a disclosure is made you may be asked to record it in writing, with GN team support.✓ Keep a brief record of your visits.✓ Always let someone know where you are going, when you expect the visit to end and carry a mobile phone with you.✓ Be honest with yourself and the GN team if you are finding the visits difficult.

Policies and Procedures

- Confidentiality & Safeguarding
- Diversity and Equality
- Gifts & Donations
- Health and Safety including Lone Working
- Expenses



Safeguarding

We take everyone's safety seriously and require all volunteers to report any signs of abuse, however small. You cannot promise to keep reports of abuse or your concerns about an older person secret - you must tell the GN team. These reports will be dealt with promptly and with assistance of other professionals, if appropriate. Please read the full policy so you know the signs of abuse to look for, and who to report it to. Within the next quarter, you will also either need to attend a HOPE Coventry safeguarding session, or to send us a copy of a recent existing course certificate (more details will be provided once you are befriending).

Confidentiality: upholding service user rights

Our duty - to prevent exploitation;

Our promise - to preserve client dignity and self-esteem;

Our aim - to establish trust and promote respect.

A 'service user' is anyone who uses Good Neighbours services, directly or indirectly - a client, another organisation or an individual with an interest in or responsibility for someone needing befriending.

Confidentiality: when to breach confidentiality

Confidentiality is not an absolute right. Occasionally a decision to break confidentiality needs to be made. This is only when there is a real risk to a service user, or third party, if no disclosure is made.

Diversity and equality

- Our starting point at Good Neighbours is to treat people fairly, with respect and with dignity. We will not tolerate discrimination, victimisation or harassment on any grounds including age, disability, gender, race, religious belief or sexual orientation. If your older person expresses views you're uncomfortable with - tell us. You can challenge them on it, or stop visiting them.
- We positively value difference. People's varying life experiences, their attributes and contributions make us more effective as volunteers.

Gifts and Donations

- Good Neighbours does welcome charitable gifts to cover costs of the service.
- Good Neighbours staff and volunteers must NEVER seek personal gifts; if asked, we must make it clear that our role is to help the person and neither personal gifts nor money are necessary.
- Report any small (<£10 worth) gifts you are given and refuse any gifts worth more.

Volunteer Expenses

- Volunteers can be reimbursed for reasonable travel expenses (car mileage 40p/mile, car parking, bus tickets).
- If volunteers wish to claim, they complete an online Expenses Form (including bank details for payment) and attach all receipts. When claims total £6 or more then they are agreed and signed, before they are forwarded for processing.

Health and Safety

- Good Neighbours takes all reasonable steps to promote a safe and healthy environment for staff and volunteers; we work actively to identify potential risks and hazards. We work to remedy them quickly and we respond swiftly to any new information reported to us. All befriender homes have been assessed for safety.

If your older person doesn't open the door on an expected visit, or answer the phone - tell us - ASAP! Text or leave a voicemail if there is no answer when you call your one of the Good Neighbours team. Save the team's phone numbers in your phone (especially the Project Manager's number, 07563 902 904).

- Volunteers may choose to drive somewhere with a client but there is no expectation to do this. If a volunteer does plan to drive then they MUST notify their car insurers first. We do also ask that you follow our driving policy.
- Reporting accidents: in the case of *non-serious incidents* you must always get in touch as soon as possible with your Good Neighbours coordinator, or the Project Manager on **07563 902 904**, to explain the circumstances and you can agree together the most appropriate next steps.
- In an emergency: contact the Emergency Services (**999**) and describe the risk to them, always follow their instructions. Once the issue is being addressed by relevant professionals, and you are confident that you are not at risk, then contact Good Neighbours to explain the situation to them.

Lone Working

- Good Neighbours will take all reasonable steps to ensure that neither staff nor volunteers are exposed to increased levels of risk as a result of working alone. A risk assessment is undertaken during the initial assessment of every potential client.
- Good Neighbours staff and volunteers are responsible for ensuring that they take all reasonable steps to ensure their own safety. Tell someone where you are going, and when you expect to return. Carry a mobile phone with you.
- If in doubt, **GET OUT!**

Good Neighbours contact details: save these numbers to your phone

Jess Day-Pollard Good Neighbours Project Manager	07563 902 904 goodneighbours@hopecoventry.org.uk
Shaun Gould Good Neighbours Coordinator CV2 area	07933 883 318 shaun@hopecoventry.org.uk
Catherine Moakes Good Neighbours Coordinator CV3 area	07925 019 324 catherine@hopecoventry.org.uk
Lydia Sampson-Foster Good Neighbours Coordinator CV4/5 area	07713 340 065 lydia@hopecoventry.org.uk
Harvi Claire Good Neighbours Coordinator CV4/5 area	07450 693 897 harvi@hopecoventry.org.uk
Rachel Easter Good Neighbours Coordinator CV6 area	07763 908 460 rachel@hopecoventry.org.uk
Maddy Wigmore & Tim Stone Admin Support: Good Neighbours	07544 488 724 / 07857 393 474 maddy@hopecoventry.org.uk / tim@hopecoventry.org.uk
Dave Foxwell Good Neighbours Men's Coordinator	07715 405 111 dave@hopecoventry.org.uk

facebook.com/goodneighbourscoventry is our main web page.

HOPE Coventry has a fortnightly e-newsletter with news: hopecoventry.org.uk/newsletter