

VOLUNTEER INFORMATION PACK FOR IP17GNS



Dear Volunteer,

Thank you so much for offering to be part of the IP17GNS and helping your community. This pack hopefully contains all the information you need to support the IP17GNS Emergency Relief Team.

Please take the time to read and understand this pack so that we can help people in the most effective and safe way.

You will need to sign and return some of the forms to the Volunteer Coordinator, please make a copy of any that need returning if you can, so you can keep one for your records in this pack.

If you have any questions about information in the pack (or feel other resources should be included in this pack), please speak to Volunteer Coordinator, Doug Fletcher.

Managing Trustee: Di Eastman secretary@ip17gns.com

Operations Coordinator: Bryony Peall 07795361267

Safeguarding Lead: Samantha Charlesworth 07708521503

Volunteer Coordinator: Doug Fletcher volunteer@ip17gns.com

Your pack should contain:

| | |
|-----------------|--|
| Page 3. | Volunteer Guidelines |
| Page 6. | Volunteer Role Description & Agreement (please copy, sign and return form) |
| Page 10. | Volunteer Drivers Declaration (please sign and return form) |
| Page 10. | Photo / Video consent form (please copy, sign and return form) |
| Page 11. | Safeguarding Policy & Procedure (please copy, sign and return form) |
| Page 14. | Non-response Policy & Procedure |
| Page 15. | Equality & Diversity Policy (please copy, sign and return form) |
| Page 16. | Money Handling Policy (please copy, sign and return form) |
| Page 18. | Confidentiality Agreement for Volunteers & Volunteer Declaration (please copy, sign and return form) |
| Page 19. | Volunteer Declaration (Please sign and return form) |
| Page 20. | Data Protection Information |
| Page 24. | Volunteer task record sheet |
| Page 25. | Appendix 1 – Safeguarding Resources |
| Page 34. | Appendix 2 – Equality & Diversity Procedure & Resources |
| Page 37. | Useful numbers Sheet |

Volunteer Guidelines - Helping you to help your community!

As a volunteer for IP17GNS you may be asked to work within one of many defined roles. It is important that whichever of these you undertake you do so with a view to safety (of you and the service user), and the reputation of the organization. When carrying out duties for IP17GNS it is important to stick to our guidelines in order to protect yourself, our service users and the organization as a whole.

These volunteer guidelines have been written to help encourage safe and enjoyable volunteering, but are not intended to be a comprehensive list of do's and don'ts.

Once you have read through the guidelines you should keep them in a safe place for future reference. If you experience any problems as a volunteer you should contact the aforementioned IP17GNS members. If they are unable to help, contact Community Action Suffolk on 01473 345400.

Remember – it is very unlikely that you will encounter any serious problems while volunteering, but use our guidance along with your common sense and gut instinct, and be alert to any potential risks or hazards that could cause harm.

Because it is impossible to train you for all eventualities we ask that you do your own risk assessment before you start every task. This doesn't mean filling in forms, but thinking logically and carefully about what you are embarking on.

Volunteering During the Covid-19 (Coronavirus) Pandemic

Due to the changing nature of the pandemic & government guidelines it is important to follow current GOV.UK, NHS and IP17GNS guidance when volunteering to help minimise risk of infection/transmission and to ensure your/our voluntary activities stay within the law. If you are unsure of current guidelines please visit the following websites and talk to your volunteer Coordinator.

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.ncvo.org.uk/ncvo-volunteering/i-want-to-volunteer/volunteering-coronavirus>

Key points to remember in relation to Covid-safety:

- Wash hands frequently for at least 20 seconds with soap and water throughout the day.
- Wear a face covering, if not exempt, at all times whilst on volunteer duties.
- If running water and soap are not available, please ensure that you have alcohol-based hand wipes or gel to kill viruses that may be on your hands.
- Avoid touching your face and keep your hands away from eyes, mouth and nose.
- Please maintain the social distancing by keeping a 2 metre distance from others.
- PPE for volunteers is available from The Town House HQ should you need it & do not have your own.

Data Protection and Confidentiality

During your volunteering you may come across personal or sensitive information about the people that you are helping to support. We want to make sure that all the information stays safe and confidential in line with the GDPR Regulations 2018. To do this we ask you to treat the information in the same way you would like yours to be treated; do not discuss or disclose information with others such as names, addresses or medical information except to your team lead.

We would recommend that any calls you make on behalf of IP17GNS are done so from a withheld number. To withhold your number on calls just dial 141 before the telephone number you're calling. Our GDPR policy is available on our website.

Equality

You will be asked to support a wide range of individuals within the community and we ask that you treat every individual with respect and without judgment and that we do not treat anyone more favourably than any other person we are supporting.

If you have a concern or suspect that discrimination is taking place you must contact Bryony Peall on 07795361267

Safeguarding

The safeguarding of our volunteers and the people we are supporting is very important to us and you may come across vulnerable adults or adults at risk of harm. We ask that you be alert to any signs or patterns of abuse or anything that may concern you and always raise these concerns to the safeguarding lead Samantha Charlesworth on 07708521503 safeguarding@ip17gns.com or Bryony Peall on 07795361267 or call Customer First on 0808 800 4005. If anyone tells you of any type of abuse then please remain calm, listen and reassure them that it will be taken seriously. Do not promise to keep it secret or just between you, once you have this information you must report it to the safeguarding lead or if you feel someone is in immediate risk of harm please call 999. Our GDPR policy is available on our website

DRIVING AND PROVIDING LIFTS

- Please make sure your car is in roadworthy condition and that is correctly taxed and insured, with a current MOT certificate if the car is more than 3 years old.
- Make sure you are clear about where you are taking the client.
- Make sure that you and your passenger are wearing seat belts.
- Park in a designated space or zone and pay a parking fee if required. This could be recovered from the client or in exceptional circumstances the scheme may be able to cover the costs.
- Before taking the task you should agree with your client whether or not you will be required to wait during the client's appointment.
- Make sure that you have plenty of fuel before starting a journey.
- Make regular checks on tyres, lights, seatbelts, windscreen wipers and engine coolant levels. A professional mechanic should make regular checks on your car's brakes and steering.
- Take your mobile phone with you if you have one & make sure it's hands-free if you need to use it whilst driving.



- If you are unsure about helping elderly passengers into and out of the car consider taking part in some Moving Safely Training, your Good Neighbour Scheme Development Officer can help to arrange this.
- When transporting children that require car seats or boosters, please allow the parent/guardian to fit the car seat (if they are providing it) and you check you are happy with the fit before driving.

Volunteer Drivers – Insurance

If you are planning on being a volunteer driver you may not automatically be covered by your regular motor insurance policy, so please ensure you inform your motor insurer if you are planning on carrying out voluntary driving/’lift giving’. Contact your insurer to find out if you are covered by your regular motor insurance policy and include your volunteer driving miles when declaring your annual mileage to your insurer

WORKING WITH PEOPLE/HOME VISITS



- Please make sure you know all the details about the task being requested before you accept the job.
 - Be sure you know what will be expected of you by the client. Make sure you have noted the client’s address and phone number.
 - When home visiting always show your identity card
 - Explain clearly who you are and why you have come – the organiser will have told the client who to expect
 - You could ask the Volunteer Coordinator or your team leader if you could be accompanied by another volunteer on your first visit if you feel nervous
- Never give out your personal contact details, including address or phone number and request that the client makes future requests through the scheme’s official contact channels.
 - Do not accept inappropriate behaviour (comments or physical contact) and report any incidents to the IP17GNS Volunteer Coordinator.
 - Unless you feel comfortable avoid being alone in the house with a client. Leave if you feel unsafe. If you feel uncomfortable ask the Volunteer Coordinator to request an alternative volunteer to attend or suggest ‘buddying up’ with another volunteer.
 - If you are concerned about a client always tell your team leader or the Volunteer Coordinator.
 - If a client has a fall while you are there and is unable to get up by himself/herself, do not attempt to lift or move them. Make the client as comfortable as possible and call 999. Paramedics are trained to check for injuries and to lift people correctly.

WORKING OUTSIDE/DOING ODD JOBS

- Make sure you wear appropriate clothing such as safety goggles, boots and gloves.
- Please make sure you know how to operate any equipment or machinery correctly and do not use any equipment that appears to be dangerous or that you are not comfortable with. If you cannot carry out a task due to safety concerns report it to a your team leader immediately.
- Be very careful when lifting. Only lift or carry items that you can easily manage. Use a wheelbarrow or trolley if available. If in doubt do not attempt the lift but seek assistance.
- Be very careful when using ladders. Make sure you know how to put a ladder up correctly and place the ladder so that it won't slip, if you need to use a ladder it may be advisable to buddy up with an additional volunteer.
- Be very careful when handling solvents, bleach or cleaning liquids. Wear protective gloves and always wash your hands afterwards.

The Health & Safety Executive has comprehensive guidance available online here <https://www.hse.gov.uk/> covering topics such as safe ladder or cleaning product usage.

Beware of Accidents

If you have an accident during the course of volunteering you must inform a your team leader by phone immediately (or as is practical and after seeking first aid or medical advice if necessary) and follow this up with a written report to the committee detailing the accident, with time, date and circumstances.

If you are injured or feel unwell see your doctor. He or she will be able to provide an independent record of any injury.

Providing the injury was not caused through your own negligence you may be able to make a claim through the scheme's insurance policy.

If the accident is serious and you are not happy with the response from the scheme you can contact the Health and Safety Executive Helpline number on 0541 545 500.

Self care

As a volunteer you may at times feel overwhelmed with the conversations you are having with the IP17GNS users. If this happens we have a number of people who are trained in listening skills and would be happy to listen to you and to give you the opportunity to share the load. This is a listening ear service, not counselling. If the listeners think it is necessary then they would signpost you onto other services.

If you require this service please contact Tracey Smith on callhandler@ip17gns.com or call 07929 589908

Further Training

It may be possible for IP17GNS to organise appropriate training to help volunteers to deal with tasks confidently and successfully leading to a sense of achievement and fulfilment. Courses available include Safeguarding, Moving and Handling, Basic First Aid, and Food Hygiene Certificate.

THANK YOU AND HAPPY VOLUNTEERING!

VOLUNTEER ROLE DESCRIPTION WITHIN IP17 GNS

These role descriptors are not an exhaustive list of duties carried out by IP17GNS but, as a volunteer it is likely that you will fall into one of the following key roles.

1. Call Buddy

DBS clearance required

- Calling people assigned to you on a frequency to be agreed with the Service User.
- Supporting them in their isolation; and encouraging service users to complete the online help form
- Calls to be logged via the web-site form.
- It does not mean offering advice, but guidance in line with the latest information from Public Health England and the Government can be given.
- If you are no longer in contact with your buddy you must inform the team lead (Penny Robertson)

2. Food Delivery (EFP)

DBS clearance required.

- When using the card payment methods please photograph the receipt and send to Bryony Peall by email or WhatsApp
- Wash your hands or use a hand sanitiser before and after your visit.

3. Prescriptions / Picking up of medical items

DBS clearance required

- You should not be handling money or a cash card, if this is necessary please contact Bryony Peall to arrange payment
- For many people in your community, prescriptions will already have been paid for in advance. It is worth checking this in advance.
- Wash your hands or use a hand sanitiser before and after your visit.
- Please produce your IP17GNS ID badge at both the Doctors surgery and the Chemist as well as stating the name and address of the service user.

4. Call Handlers

DBS clearance required

- You will be receiving calls from members of the community requesting assistance.
- Information gathered from service user must be entered to the online response form.
- Due to access of service users and volunteer data a knowledge of GDPR is required, please refer to IP17GNS GDPR policy.

5. Zone Wardens

DBS clearance required

- To visit service user's homes that have been identified as 'non-responsive to contact'
- If the non-responder is verified then you will have the authority to raise the alarm to 101 for assistance.

6. Service User Tracker

DBS clearance required

- To call all service users without a call buddy to identify any needs or support required and signpost to relevant community groups.
- Referring any complex cases to the operations team for further support.

7. Vaccination Stewards

Does not require a DBS Check

- To assist with the stewarding of the carparks under instruction of Saxmundham Health Surgery
- To use the PPE provided by Saxmundham Health Surgery and in accordance with their guidelines

8. Medical Appointment Drivers

DBS clearance required

- Service user must sit in the back of your vehicle on the opposite side to the driver to maintain social distancing
- Both the driver and service user must wear face coverings at all times unless exempt
- Driver to clarify the address of the appointment and pick up times with the service user

9. Leaflet Dropping

Does not require a DBS check

- Volunteers dropping leaflets through doors notifying of local help and support available.
- We would recommend you not getting too close to the house owner. Remember to stay 2 metres away from anyone you come into contact with.
- Wash your hands or use a hand sanitiser before and after your visit
- Report back to the team lead if you encounter any issues.

You may be asked to perform duties that fall outside these defined roles. Only do so when you are asked by a team leader at IP17GNS. Occasionally you may need to go unaccompanied into a client's house or to take them in your car. This is only done on rare occasions and should only be done when requested by IP17GNS.

VOLUNTEER ROLE DESCRIPTION/AGREEMENT

Title of the role: Covid-19 Emergency Response Volunteer for IP17GNS

Objectives: Support residents of Saxmundham, Kelsale, Benhall and surrounding areas affected by Covid-19 and its wider impact.

DBS Requirement

There is a requirement for most volunteers to have a current DBS (Disclosure and Barring Service) certificate.

Contact details:

Managing Trustee: Di Eastman secretary@ip17gns.com

Emergency Operations Coordinator:

Bryony Peall 07795361267 help@ip17gns.com

Safeguarding Lead:

Samantha Charlesworth 07708521503 safeguarding@ip17gns.com

Volunteer Coordinator:

Doug Fletcher: volunteer@ip17gns.com

Expectation of behaviour:

1. To perform my volunteering role to the best of my ability
2. To follow the group's procedures and standards, including health and safety procedures.
3. To maintain the confidential information of all who become involved with the scheme.
4. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangements can be made.
5. If you are assigned a task you are unable to complete for whatever reason you must send the task back to be reassigned.
6. Please ensure that all tasks are reported as complete to the team lead.
7. If you are using your own vehicle for volunteering purposes you must inform your insurance company.

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. NEITHER OF US INTENDS ANY EMPLOYMENT RELATIONSHIP TO BE CREATED EITHER NOW OR AT ANY TIME IN THE FUTURE.

| | |
|--------------------------|------------|
| Volunteer Details | Name: |
| | Signature: |
| | Date: |

Volunteer Driver Information

Please circle the best description of your car:

Small/compact Medium saloon Large/SUV

Is there space for a walking frame/wheelchair? Yes/No/I cannot lift

Can your car carry 2 passengers? Yes/No

Drivers Declaration: (delete if not applicable)

I confirm that I hold a full valid UK driving license, motor insurance and that my vehicle is roadworthy and taxed.

I understand that voluntary 'lift-giving' should not require any extra insurance premium but I will inform my insurance company of the situation.

I undertake to inform the Committee immediately of any driving endorsements.

I wish to offer my services to **IP17GNS** as a driving volunteer.

I undertake to inform IP17GNS of any material changes in my health affecting my ability to carry out voluntary work, including driving.

Signed:

Dated:

Photo / video consent form

We would be grateful if you would fill in this from to give us permission to take photos/ videos of you and use these in printed and online publicity.

I give IP17GNS permission to take photographs and /or videos of me.

I grant IP17GNS full right to use the images resulting from the photography/video filming, and any reproductions or adaptation of the images for fundraising, publicity or other purposes to help achieve the group's aims. This may include (but is not limited to) the right to use them in their printed and online publicity, social media, press release and funding applications.

| | |
|-----------|--|
| Name | |
| Signature | |
| Date | |

SAFEGUARDING POLICY AND PROCEDURE

This policy sets out the best practice for our Group to respond to safeguarding concerns.

'Safeguarding' is about protecting a child or adult's right to live in safety, free from abuse and neglect. Safeguarding is everyone's responsibility'.

Definitions:

A child is classified as anyone under the age of 18 years of age.

An **'Adult at risk of abuse'** refers to someone over 18 years old who, according to the Care Act 2015:

- Has care and support needs
- Is experiencing, or is at risk of, abuse or neglect
- As a result of their care and support needs is unable to protect him or herself against the abuse or neglect or the risk of it.

This policy and procedure applies to all staff, volunteers, and service users

As a Group/organisation we will:

- Have a zero-tolerance approach to abuse. We cannot and will not ignore abuse.
- Tell volunteers and staff how to recognise possible abuse and how to report their concerns
- Actively work to prevent abuse from occurring within the group and respond appropriately if abuse or neglect has occurred.
- Report all concerns of abuse, including any concerns relating to staff and volunteers, to the relevant internal and external people quickly and appropriately.
- Have a designated lead for safeguarding
- Have appropriate recruitment of our staff and volunteers, including knowing when to obtain a DBS check.
- Ensure that appropriate safeguarding policies and procedures are adopted, used and monitored.
- Ensure that systems are in place for concerns to be raised.
- Ensure that staff/volunteers are not placed in situations which could make them particularly vulnerable.
- Ensure that people who use our group are not placed in situations which could make them vulnerable.

As Staff and Volunteers we will

- understand the safeguarding responsibilities which are part of our role
- always act, and be seen to act, in the child's and/or adult's best interests
- avoid any conduct which would lead any reasonable person to question our motivation and intentions
- take responsibility for our own actions and behaviour

4. REVISION HISTORY

This policy and related guidance will be monitored by the IP17GNS on a regular basis for compliance and will be reviewed at least annually.

I have received, read and understood the above and have been provided with a copy of the Safeguarding policy and procedure.

Signature:

Date:

Reporting Procedure for Safeguarding Concerns (brief)
Is the child/ adult at risk of immediate harm?

Yes

If the person is at immediate risk of harm or needs medical attention call **999** to contact the ambulance service and/or the police and follow the advice given. As soon as possible (but within 24 hours) follow the reporting steps on the right.

Remember it is not your role to decide if abuse has happened. You may hold a valuable piece of the jigsaw in the knowledge you have that the Safeguarding Lead or Suffolk Safeguarding Professionals may need to keep someone safe. It is your role to pass your concerns to your Safeguarding Lead.

No

Speak with the Safeguarding Lead for IP17GNS who is; **Samantha Charlesworth 07708521503 or Bryony Peall 07795361267**

If there is a safeguarding concern they will then either: make a safeguarding referral initially by phone to Customer First on **0808 800 4005**, or seek advice from the MASH (Multi Agency Safeguarding Hub) on what action to take next if they need guidance and inform you as appropriate. MASH Professional Consultation Line on **03456 061 499** or via **webchat** <https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/mash/>

If the Safeguarding Lead for your Good Neighbour Scheme is not available and you think that waiting until they are available could cause a delay and leave a child or adult at risk of harm you can contact the MASH (Multi Agency Safeguarding Hub) professional support line for guidance on what action to take next. Follow their guidance.

Record the concern and send it securely within 24 hours in writing to your Safeguarding Lead including the following:

Who was at risk and who was involved, were there children in the family? What had happened? When did the event(s) happen? Where did it happen? Why are you concerned?

Remember that all of your notes may be useful and could be used at a later date so make sure that they:

- *are factual and not full of opinion.*
- *always use the same words the person used when they told you about the situation*
- *include the full date.*

Keeping Safe and Sound: Code of Practice for Good Neighbour Schemes

It is the policy of this Good Neighbour Scheme to safeguard the welfare of all people that we support, protecting them from neglect and other forms of abuse. All Scheme members have a duty to report concerns or suspicions and a right to do so in confidence and free from harassment.

Code of behaviour – IP17GNS will:

- treat everyone with dignity and respect
- treat all people fairly
- remember that we have been placed in a position of trust
- report all safeguarding allegations, suspicions and concerns immediately
- remember that someone may misinterpret our actions
- act within appropriate Scheme boundaries and policies
- create an honest culture, where people can challenge inappropriate attitudes or behaviours
- make people aware of our safeguarding policy and procedure

What to do if a person tells you they are being abused. You must:

1. Check that they are safe from immediate harm, if they are not safe call 999 and ask for the police and/or ambulance
2. Listen. Allow them to speak without interruption, and accept what they say
3. Be understanding and do not give your opinion
4. Tell them you must pass the information on to your Safeguarding Lead
5. Tell your Scheme's Safeguarding Lead immediately
6. Write careful notes of what was said using the actual words
7. Include; Who was at risk and who was involved, were there children in the family? What had happened? When did the event(s) happen? Where did it happen? Why are you concerned? The time and date
8. Sign and pass your notes to your Safeguarding Lead

If you are concerned about the welfare of a child or adult or there is a concern, complaint or allegation about an adult or yourself, inside or outside GNS, you must:

1. Tell your Safeguarding Lead immediately
2. Write careful notes of what you witnessed, heard or were told. Include; **Who** was at risk and who was involved, **Were** there children in the family? **What** had happened? **When** did the event(s) happen? **Where** did it happen? **Why** are you concerned? Include the time and date and full names of those involved

3. Sign and pass your notes securely to your Safeguarding Lead asap (with 24 hours)

It is your duty to report ALL safeguarding concerns as a matter of urgency following the correct process. If a person is at immediate risk of significant harm call 999 and request Police and/or ambulance.

IP17GNS Safeguarding Lead:

Name: Samantha Charlesworth Phone:07708521503 Email: safeguarding@ip17gns.com

NON-RESPONSE TO HELP POLICY

Call 3x – In morning, at noon and 4.00pm (same day)



If no response by 4.00pm contact Team Lead to raise alarm



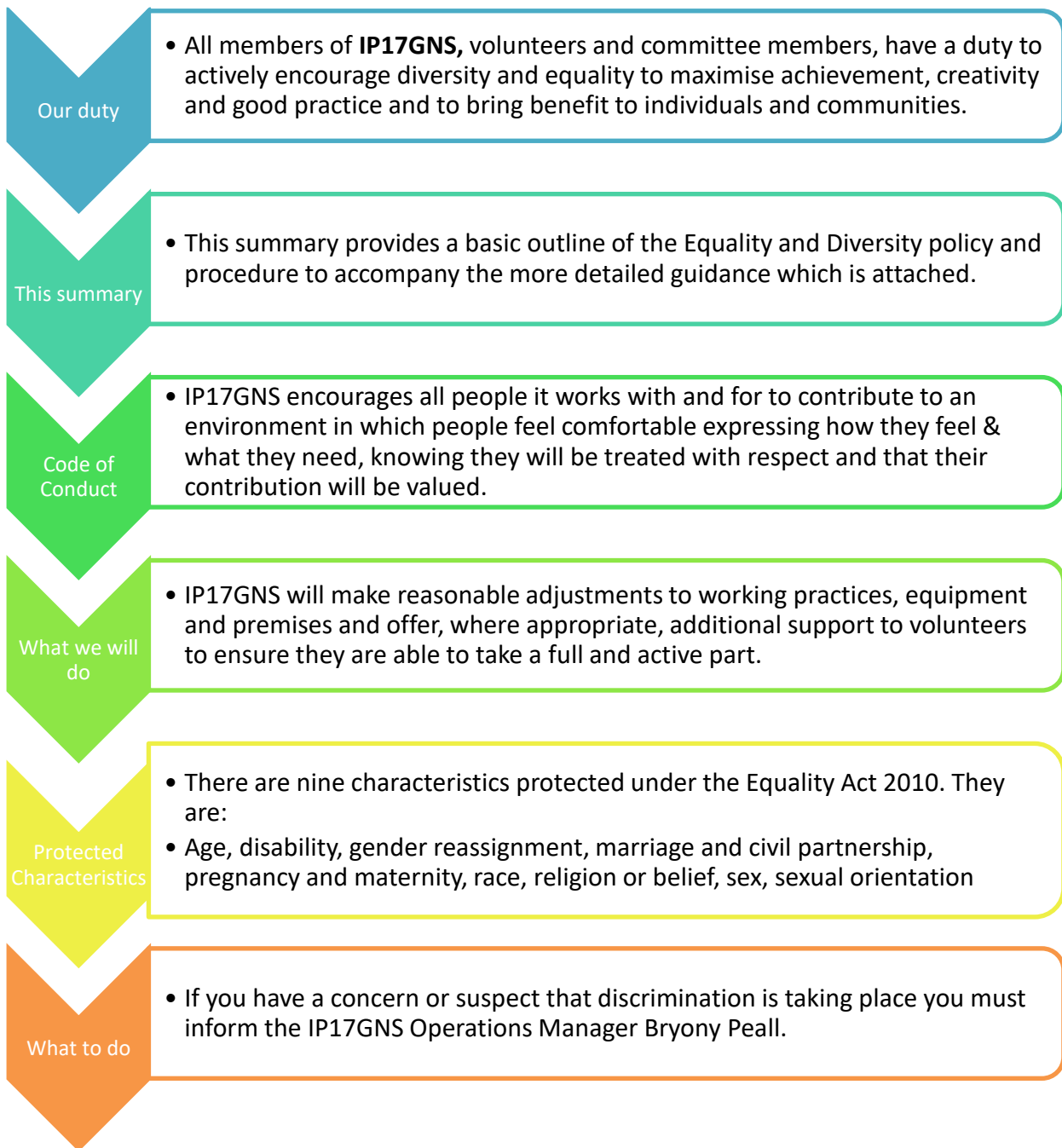
Team lead to Send volunteer (Zone Warden) to home address and if still no response check with neighbours

*Any information from neighbours to be verified



Call police on 101 (*if no verified conclusion)

IP17GNS Equality and Diversity Policy



I have received, read and understood the above and have been provided with a copy of the Equality and Diversity policy and procedure.

Signature:

Date:

IP17GNS Handling Money Policy



All information is held securely in line with GDPR and to ensure systems are in place to safeguard volunteers and service users.

I have received, read and understood the above and have been provided with a copy of the Money Handling policy and procedure.

Signature:

Date:

Shopping

△ Volunteers who undertake shopping for a service user or escorts a service user shopping must document the handling of money clearly, ensure receipts for goods purchased are provided for the service user. Any handling of service user money must be reported to IP17GNS. It is most important to report any accusation or disagreement over shopping money/change or goods immediately.

Safeguarding the property of service users whilst undertaking work with them and reporting loss or damage to property whilst providing a service.

△ Volunteers must respect service user's property at all times. In the event of an accident or damage to a service user's property this should be reported to IP17GNS immediately so that appropriate action can be taken. If an accident has taken place an accident report must be filled in

Gifts and Bequests

△ High standards of financial probity are essential in order to maintain a trusting relationship between the people who use our services and the volunteers who provide the services.

△ Volunteers must not influence service users to give to them financial inducements, requests or gifts.

△ Volunteers should tactfully refuse any personal gift offered to them by a service user. As an exception to this general rule, staff and volunteers may accept small tokens of friendship and gratitude, e.g. box of chocolates, cake, flowers, handmade article.

| Do | Don't |
|---|---|
| Only help with simple monetary transactions | Get involved with financial affairs |
| Record on file if you are supporting someone that cannot manage their own financial affairs | Ignore tricky situations relating to finances as this will put volunteers at risk of allegation |
| Receipt all general donations | Influence service users so that they give you financial information or gifts |
| Report to the duty phone handler if you assist with pension collection | Use your own loyalty card when purchasing items for a service user |

CONFIDENTIALITY AGREEMENT FOR VOLUNTEERS & VOLUNTEER DECLARATION

In the course of your associated role with the group, you may have access to, see or hear, confidential information concerning personal affairs of Clients or Volunteers. Unless acting on the instructions of an authorised person within the group, on no account should such information be divulged or discussed except in the performance of your normal duties. This is a requirement of the General Data Protection Regulation (GDPR) effective 25/05/2018.

You must ensure that all records, including computer screens and computer printouts of any Clients or Volunteers, are never left in such a manner that unauthorised persons can obtain access to them. Computer screens must always be cleared when left unattended and you must ensure you log out of computer systems.

Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

IP17GNS Volunteer Declaration

I wish to be an **IP17GNS** Volunteer.

I have read the IP17GNS Privacy Notice and Confidentiality Agreement and understand the responsibility for Data Protection as an **IP17GNS** volunteer.

I understand that my name and contact details will be circulated on a confidential Volunteer Database to **IP17GNS** phone holders, Team leads and operations team only.

I understand that I must not keep any written records of personal data from **IP17GNS** business or pass any personal information gained from a client or a volunteer on **IP17GNS** business to any third party.

I understand **IP17GNS** needs my DBS number when I receive the DBS certificate and I give consent for my on-line DBS Record to be checked in confidence as required (usually every 3 years) by an IP17GNS member, I understand that it is my responsibility to enroll and stay enrolled yearly on the DBS Update Service while I am volunteering with **IP17GNS**.

I want **IP17GNS** to contact me by

(Please specify YES by circling below)

Email Mobile Landline

I want to be contacted by IP17GNS about social information i.e. Volunteer Meetings (Please tick box to agree)

I have read, understood and agreed to the terms and conditions set out above/overleaf.

Signature

Name (print)

Date signed

For Official Use only:

DBS Number:_____

Date issued:_____

Dates checked:_____

Update Service Renewal Due By (yearly):_____

IP17GNS – Data Protection (GDPR)

IP17GNS is a local support group, made up of local volunteers to support vulnerable people. The IP17GNS is set up to help the residents of Saxmundham, Kelsale, Benhall and surrounding villages with tasks such as shopping, transport, befriending, and basic support. Public information– Emergency Response: GDPR does not inhibit use of data for coronavirus response. GDPR has a clause excepting work in the overwhelming public interest. No one should constrain work on responding to coronavirus due to data protection laws.

Privacy Notice

As a client or volunteer with IP17GNS we will ask you to provide certain personal information about yourself which includes your name, contact details, and sometimes any medical history/conditions you may have that will help us to provide our services to you.

Introduction

This document explains how IP17GNS, who is the ‘data Controller’ uses the data you provide to us.

Why we need your information

We use personal data to help us provide the most appropriate level of service to our scheme users and volunteers. Without this information IP17GNS would not be able to provide the services we currently offer to the local community.

Whose data do we collect?

We hold data on those who wish to use the services of, volunteer with or otherwise support the work of IP17GNS.

How we obtain your data

Most of the information we hold about you is or has been provided directly to us by you.

In some cases we may collect data from someone else. This may be by referral from a relative, friend, medical or social services, where necessary, in order to help us to provide our services to you.

What we do with your data and why

The main purposes of our data processing are to:

- provide appropriate help and services to the users of IP17GNS
- communicate with you about IP17GNS
- administer our services where we match volunteers with IP17GNS service users

We may use data obtained from other people or organisations to ensure that your contact details are kept up to date, to plan our services and to ensure that appropriate due diligence is carried out to safeguard the volunteers and service users of IP17GNS.

We collect and record the following information (from the data provided by you or your representative) when completing our client service request form, volunteer application form or

other IP17GNS (manual or electronic) forms used to help us provide services, information or fundraising activities:

- Name(s) and address, email, phone number and other relevant contact details.
- Your current or past medical history that we need and is necessary for us provide the appropriate level of service to you. Where this is not required for us to provide our services to you we will not collect this data from you.
- Relevant next of kin, family or friends contact details that we require and are necessary in case of emergency contact.
- Records of donations, Gift Aid status etc.
- Records of volunteering for IP17GNS, information about our relationship with you, including correspondence, meeting notes, attendance at appointments etc.
- Information necessary for us to manage funds you provided to enable us to provide our services to you e.g. shopping, paying bills etc. on your behalf.

Protecting your data

We keep your data secure with appropriate data security in place. This will be either locked cabinets for manual forms and password protected files stored electronically. Only those members of IP17GNS and those otherwise authorised will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to.

Examples are given below:

- We may share basic information about you with a IP17GNS volunteer who has been assigned to help you as part of their role within IP17GNS.
- In an emergency we may share your personal data and medical history with emergency services, NHS, social services or other statutory organisation, or where we are legally required to do so in order to provide the appropriate level of care and support to you.
- We may pass some or all of the information we hold on you to other organisations (Data Processors). An example would be providing data to medical or social service providers or to a maintenance contractor or other similar service provider in order to help you at your request or at the request of a person acting on your behalf.
- Data Processors, with whom we share data, are not allowed to do anything with your data other than that which we have requested.
- We will never share your data with third parties for marketing purposes.

Our responsibilities

The law requires us to tell you the basis on which we process your data.

- Some activities (for example sending you emails, letters or leaflets which promote the IP17GNS general activities require your consent. If the law requires your consent to process data in a certain way then we will obtain it before carrying out that activity. This will not stop you from using the services of IP17GNS.
- Where consent is given we keep a record of when and how we got consent from you. We also keep a record of exactly what you were told at the time you gave your consent.
- Where consent is given we will record special category data such as your medical history or current health condition(s) only where necessary and for the purpose of providing our services to you.
- In all other cases (i.e. Good Neighbour services) the law allows us to process your data if it is in our and your legitimate interest (in a way that you would expect the data to be used) to do so, but only so long as we need to and your “interests or your fundamental rights and freedoms are not overriding”.

Retaining your data

We will keep data for as long as is needed to complete the task for which it was collected. We will only keep the data for as long as is needed to provide our services to you.

Your rights

The law requires us to let you know that you have a number of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time. You can refuse to give your consent but this will not stop you from using the services provided by IP17GNS.
- You can have any incorrect data we hold about you corrected.
- You will be informed of any new uses of your personal data before we start processing it.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. Activities like processing Gift Aid donations may mean we cannot entirely stop processing your data. We will always endeavour to comply with such a request, however.
- If you are not satisfied with the way we have processed your data then you can complain to the Office of the Information Commissioner.

Contacting us

Charity No. 1188755



If you have any questions about this privacy notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, please contact: Bryony Peall.

Volunteer Task Record Sheet



Volunteer Name:.....

| Date/Time | Job Number or Brief Description (<u>Do Not</u> include any personal information) | Outcome |
|-------------------------|---|---|
| Example 01/01/20 9am | Return lift to Ipswich Hospital | Job completed – picked up client @ 9am – dropped home at 11am |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

APPENDIX 1 – SAFEGUARDING RESOURCES

RECOGNISING ABUSE OR NEGLECT IN ADULTS

Abuse can take many forms and therefore we can only give examples. There may be other situations that give you concern for a vulnerable adult's safety and wellbeing.

Abuse may be carried out by relatives, neighbours, strangers, professionals, or volunteers.

| Type of abuse | Examples | Signs |
|---------------------------|--|--|
| Physical | Forcing a person into the shower Attacks on the body including hits or burns or force-feeding Misuse of medication | Injuries in the shape of objects Several injuries of a variety of ages Injuries that have not received medical attention Behaviour that indicates fear of the perpetrator |
| Psychological / emotional | Using threats to take away a person's choices Playing on a person's fears to control them Humiliating and damaging self-esteem | Problems getting to see the person on their own Person being withdrawn and anxious The person acting as if they are being watched all the time |
| Financial | Stealing or withholding assets Tricking people into giving assets away Getting a person into a financial contract that they do not understand. | Money disappearing from bank account Sudden loss of assets such as furniture disappearing Contact always coincides with the day a person's benefits are cashed A person who is normally on time with their rent is badly in arrears Missing bank account records |

| | | |
|-------------------------|--|--|
| Sexual | <p>Sexual activity without informed consent.</p> <p>Making a person watch pornography.</p> <p>Indecent exposure.</p> <p>Unwanted innuendo.</p> | <p>Deference/submission to the perpetrator</p> <p>Obvious discomfort when sitting</p> <p>Excessively sexualised behaviour around people</p> <p>Confusing boundaries in relationships</p> |
| Discriminatory | <p>Abuse targeted at a perceived vulnerability such as a disability.</p> <p>Abuse as a result of prejudice in relation to gender, race, skin colour, age, or sexual orientation.</p> | <p>Hate mail</p> <p>Verbal abuse</p> <p>Criminal damage to property</p> <p>Being a target of bogus officials.</p> |
| Institutional | <p>A service based around the needs and wishes of staff and not the choices and preferences of service users</p> | <p>No respect for privacy</p> <p>No opportunity to go out of the institution</p> <p>Excessive sedation</p> <p>Service users are not told how to complain</p> |
| Neglect or self-neglect | <p>A failure to keep an adult at risk clean, warm and promote optimum health, or to provide adequate nutrition, medication, being prevented from making choices. Neglect of a duty of care or the breakdown of a care package that gives rise to safeguarding issues.</p> <p>Self-neglect which is likely to lead to physical or mental deterioration.</p> | <p>Poor condition of home</p> <p>Inadequate heating or utilities</p> <p>Physical condition of person</p> <p>Untreated illness</p> <p>Lack of access to aids such as dentures, hearing aids or glasses.</p> |

Domestic Abuse

Domestic abuse can also involve the abuse of an 'adult at risk'. Safeguarding Adults procedures only apply where the adult:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Sec 42 Care Act)

The Government definition of domestic abuse is: 'Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over (Safeguarding Adults applies from age 18) who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional
- 'Honour' based violence
- Female Genital Mutilation
- forced marriage

'Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.' (Home Office 2013) Agencies that are concerned that an adult is subject to domestic abuse consider a referral to a multi-agency risk assessment conference (MARAC). Action should always be taken to pass on referrals for all incidents of domestic abuse relating to adults at risk, to Customer First. Where the victim is not an adult at risk, concerns should be raised directly with the police.

Female Genital Mutilation (FGM)

Female genital mutilation/ FGM (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK. Girls under the age of 15 are mainly at risk but it is important for everyone working with adults at risk to be mindful of this practice and refer any concerns to Customer First if they believe that the adult or a child within the family may be at risk of FGM. The Police and Health colleagues will be notified in the Multi-Agency Safeguarding Hub.

Forced Marriage

A forced marriage is where one or both people do not (or in cases of people lacking the mental capacity to make the relevant decisions, cannot) consent to the marriage and pressure or abuse is used. Forced marriage is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights. The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they are bringing shame on their family). Financial abuse (removal of wages or deprivation of finances or necessities) can also be a factor. All Forced Marriage alerts relating to adults at risk are to be submitted to Customer First on 0808 800 4005.

Honour Based Violence

Honour Based Violence (HBV) is a crime or incident which has or may have been committed to protect or defend the honour of the family or community. It is a collection of practices used to control behaviour within families or other social groups, to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when a relative has shamed the

family and/or community by breaking their honour code. Women are predominately but not exclusively the victims of so called Honour Based Violence which is used to assert male power in order to control female autonomy and sexuality. Honour Based Violence can be disguised from other forms of violence as it is often committed with some degree of approval and/or collusion from family and/or community members. Such crimes cut across all cultures, nationalities, faith groups and communities and should be referred within existing adult protection procedures where the victim is an 'adult at risk' as defined by the Care Act 2014. Where children or adults at risk are identified as being victims of, involved in, or witness to Honour Based Violence, contact should be made with Customer First on 0808 800 4005.

Modern Slavery

Modern slavery encompasses human trafficking, domestic servitude and forced labour. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Possible indicators of modern slavery • Marked isolation from the community • Seeming under the control and influence of others and relying on others to communicate on their behalf • Restricted freedom of movement • Unusual travel times • Unfamiliarity with the local neighbourhood • Signs of physical or psychological abuse such as looking malnourished or unkempt or appearing withdrawn • Poor living conditions such as unhygienic, overcrowded accommodation or living and working at the same address • Few or no personal effects and no identification documents • Reluctance to seek help often characterized by hesitance to speak to strangers or professionals and limited eye contact • Fear of law enforcement. This list is not exhaustive. The signs of slavery are often hidden, making it difficult to recognise victims. Where modern slavery is suspected and the victim is an adult at risk, a Safeguarding Adults referral should be made to Customer First on 03456 066 167. All other victims should be referred to the police directly by dialing 101. However, if you think a person is in immediate danger, call 999 and ask for the police. Advice and Guidance can be sought from the Modern Slavery Helpline on 08000 121 700.

Radicalisation

Radicalisation is not included as a type of abuse in the Care Act Guidance. It is however important to include it to raise awareness and ensure volunteers know what to do.

The Prevent Strategy (Home Office 2011) recognises that the presence of key vulnerabilities such as a learning disability, autism or mental health problems can increase an individual's susceptibility towards radicalisation and to be influenced by extremism.

Early intervention is required to protect and divert people away from the risk they face before illegality occurs. Any concerns that an adult at risk is being radicalised must be referred to the MASH via Customer First on 03456 066 167.

RECOGNISING ABUSE OR NEGLECT IN CHILDREN

Although the Good Neighbour Scheme is aimed at adults you may come into contact with children or be told something that causes you concern. Many of the examples of abuse or neglect of adults also applies to children. However there are also other signs to be aware of.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Psychological or emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve telling children that they are worthless or unloved or bullying (including cyber bullying), causing children frequently to feel frightened or in danger.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving high levels of violence, whether or not the child is aware of what is happening. It may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse as can other children.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. It may include a failure to:

- protect a child from physical and emotional harm or danger
- ensure adequate supervision
- ensure access to appropriate medical care or treatment
- respond to a child's basic emotional needs.

Further information

Further information about Suffolk County Council's safeguarding adults policies, procedures and forms may be found at www.suffolk.gov.uk

Further information about Suffolk County Council's approach to safeguarding children may be found at www.suffolkscb.org.uk

The Multi-Agency Safeguarding Hub (MASH) is made up of a range of organisations in Suffolk who are responsible for safeguarding adults and children.

These organisations include:

- Suffolk County Council
- Suffolk Police
- Health services
- District and Borough Council Housing Services
- Education
- Probation
- The Youth Offending Service

The MASH consists of around 60 professionals. Most of these staff are based at Landmark House in Ipswich, with some designated professionals working remotely.

Professional referrers (For Good Neighbour Schemes this is the Safeguarding Lead)

If you would like to discuss whether the situation you are concerned about should be the subject of a safeguarding referral, please contact the MASH Consultation Line on **0345 606 1499**.

Safeguarding Referral Form

| Details of person completing this form | | | |
|---|---------|---------------------------------|--|
| Name: | | | |
| Email address: | | | |
| Phone number: | | | |
| Organisation: | IP17GNS | | |
| | | | |
| Details of incident/ suspected/actual or neglect | | | |
| Date of alleged incident: | | Who reported the alert/concern? | |
| Time of alleged incident: | | Date of report: | |
| Where did the incident occur? | | | |
| | | | |
| Details of the adult at risk | | | |
| Name: | | Date of Birth: | |
| Telephone: | | Ethnicity: | |
| Address: | | | |
| | | | |
| Details of the alleged to have caused harm (where relevant) | | | |
| Name: | | Date of Birth: | |
| Telephone: | | Ethnicity: | |
| Address: | | | |
| Relationship to the adult at risk: | | | |

| Description of the alleged incident/harm | | | | |
|--|----------------------------|--------------------------|--------------------------|--------------------------|
| Please give a detailed description of the incident (including times, if known), all people involved, witnesses and any other comments you feel are relevant. If the concern relates to physical abuse please provide a body map. | | | | |
| | | | | |
| If you require more space please use the other side And please remember to only document the details that were disclosed to you | | | | |
| Type of abuse | Please tick all that apply | | | |
| Physical | <input type="checkbox"/> | Sexual | <input type="checkbox"/> | <input type="checkbox"/> |
| Financial/ material | <input type="checkbox"/> | Neglect/ omission | <input type="checkbox"/> | <input type="checkbox"/> |
| Psychological/ emotional | <input type="checkbox"/> | Discriminatory | <input type="checkbox"/> | <input type="checkbox"/> |
| Organisational/ institutional | <input type="checkbox"/> | Self-neglect | <input type="checkbox"/> | <input type="checkbox"/> |
| Domestic Abuse/ violence | <input type="checkbox"/> | Modern slavery | <input type="checkbox"/> | <input type="checkbox"/> |
| Radicalisation/ extremism | <input type="checkbox"/> | Other | <input type="checkbox"/> | <input type="checkbox"/> |
| If other please specify: | | | | |
| | | | | |
| | Unknown | Yes | No | |
| Please tick | | | | |
| Is the adult at risk of further abuse/ neglect? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

| | | | | |
|---|--|---|-------|---|
| Are there any risks to others (other adults, children)? | | | | |
| Has the adult(s) at risk given consent for this referral? If no please confirm why you have not sought consent or are overriding consent | | | | |
| Please tick | | | | |
| Public interest (risk to others) | | Risk of serious harm | | Suspected serious harm |
| Adult at risk lacks mental capacity to provide consent | | Ability to consent is affected by threatening or coercive behaviour | | Seeking consent would increase risks to the adult or others |
| Other (please specify): | | | | |
| Signed : | | | Date: | |
| Printed: | | | | |
| Office use: | | | | |
| Date received: | | | Name: | |
| Actions Taken: | | | | |

APPENDIX 2 – EQUALITY & DIVERSITY

Equality and Diversity Procedure and Guidance

1. Equal Opportunities - the Scheme aims to ensure that policies, procedures and practices do not unfairly discriminate against our volunteers, stakeholders and service users. The Scheme aims to treat people fairly and equitably regardless of whom they are, their background or their lifestyle.

2. Diversity - the Scheme aims to ensure that all people are valued as individuals and are able to maximise their potential and contribution. It recognises that people from different backgrounds can bring fresh ideas and a different approach that can make the way we work and learn more fun, more creative, more efficient and more innovative.

3. Protected characteristics are the grounds upon which discrimination is unlawful. The protected characteristics under the Equality Act 2010 are:

- Age – a person of a particular age group, but does not apply to those under the age of 18.
- Disability – a person who has a physical or mental impairment, where the impairment has a substantial and long term effect on the person's ability to carry out day-to-day activities.
- Gender Reassignment – a person who is proposing to undergo, is undergoing or has undergone a process, or part of a process, for the purpose of reassigning the person's gender by changing physiological or other attributes of gender.
- Marriage or Civil Partnership –. Marriage or Civil Partnership – A person has the protected characteristic of marriage and civil partnership if the person is married or is a civil partner.
- Pregnancy and Maternity – a woman who is pregnant has a protected characteristic for the whole pregnancy and for a period of 26 weeks from the day she gives birth (in the case of a still born child the 26 week period exists if the birth takes place after the 24th week of pregnancy). A woman who has given birth and is breast-feeding has a protective characteristic when accessing premises, services and public functions.
- Race – a person or group of people defined by their race, colour, nationality, including citizenship, and ethnic or national origins. A racial group can include more than two distinct racial groups; e.g. Black Britons would comprise those people who are both black and who are British citizens.
- Religion or Belief - a person's religion, religious or philosophical belief, lack of religion or lack of religious or philosophical belief. A belief will affect a person's choices or the way they live for it to be considered a protected characteristic.
- Sex – a person who is a man or a woman.
- Sexual Orientation – a person's sexual attraction towards a person of the same sex, another sex, or people of both sexes.

- Policy uses a wider definition of characteristics and includes caste, caring responsibility, mental health, class, HIV status, employment status, unrelated criminal convictions, and union activities.

4. Direct Discrimination - as defined in law, occurs when a person is dealt with less favourably than other people because of a 'protected characteristic'. These are defined from the Equality Act 2010 above.

5. Associated Discrimination is direct discrimination against a person because they associate with another person who possesses a protected characteristic.

E.g. a person is refused entry to the library because the person they are with has limited mobility and uses crutches to help them move around.

6. Discrimination by Perception is direct discrimination against a person because it is perceived that they possess a particular protective characteristic.

E.g. a man who is perceived to be a woman because they have a high voice on the phone is refused access to a men only service. This would be sex discrimination because the man has wrongly been perceived to be a woman.

7. Indirect Discrimination occurs when an apparently neutral practice, provision or criterion puts people with a particular protected characteristic at a disadvantage compared with others who do not share that characteristic, and when applying the practice, provision or criterion cannot be objectively justified.

E.g. an organisation has a policy of reminding people of forthcoming appointments by phone. This would indirectly discriminate against deaf people as they would not receive a reminder of their appointment.

8. Victimisation means subjecting a person to detrimental treatment because they are or are believed to be bringing proceedings under the Equality Act; giving evidence or information in connection with proceedings under the Equality Act; doing any other thing for the purposes or in connection with the Equality Act or making an allegation that a person has contravened the Equality Act.

A person must be able to act against unlawful discrimination without fear of reprisals or being subjected to a detrimental effect.

E.g. a client makes a complaint to a service provider where they were obtaining support because they felt they were discriminated against for being gay. The complaint is resolved, but if the volunteer who provides the support refuses to work with the gay client this would be victimisation.

9. Harassment means unwanted behaviour that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment.

Sexual harassment is any conduct of a sexual nature that is unwanted by the recipient, including verbal, non-verbal and physical behaviours, and which violates the victim's dignity or creates an intimidating, hostile, degrading or offensive environment for them. Harassment

can be sexual, racial, ageist, directed against people with disabilities or indeed related to any protected or other characteristic exhibited by the individual.

E.g. A male volunteer is disabled and is claiming harassment against a committee member after she frequently teased and humiliated him about his disability. A female volunteer who volunteers alongside the male volunteer is claiming harassment, even though she is not disabled, as the committee member's behaviour has also created an offensive environment for her.

10. Harassment by a third party means unwanted, repeated conduct by a third party based on a protected characteristic, which has the purpose or effect of violating the dignity of a person or creating an intimidating, hostile, degrading, humiliating or offensive environment for a person and where the committee does nothing to prevent it from reoccurring.

11. Discrimination arising from disability. Where someone is treated 'unfavourably' because of something linked to their disability, but not because of the disability itself. The disabled person claiming this type of discrimination does not have to compare their treatment to how someone else is treated.

Useful General numbers

| | |
|-------------------------------------|---------------|
| Customer First (social services) | 0808 800 4005 |
| Suffolk Age UK | 0808 800 4005 |
| Citizens Advice Bureau (CAB) | 0300 330 1151 |
| Cruse Bereavement Care | 01394 670 770 |
| Suffolk Family Carers | 01473 835 477 |
| Disabled Advise Bureau | 01473 217 313 |
| Mind East Suffolk | 01473 231 666 |
| National Missing Persons Helpline | 0500 700 700 |
| NHS Direct (Health Enquiries) | 0845 4647 |
| NO PANIC (helping for Anxiety) | 0800 783 1531 |
| NSPCC Child Protection Helpline | 0808 800 5000 |
| Parent line (help parents /careers) | 0808 800 2222 |
| Refuge (domestic violence) | 0870 599 5443 |
| Samaritans | 01473 211 133 |
| Shelterline (housing issues) | 0808 800 4444 |

