

Good Neighbour Schemes

Help is available to set-up a Good Neighbour Scheme
Would you or your community like to get involved?

Don't miss out.....

Good Neighbour Schemes are run by local volunteers who provide day to day support for other residents who may need help on an occasional basis. For older people, this support may enable them to live independently in their own homes and communities for longer and reduce feelings of isolation and loneliness.

Would you or your community like to get involved with this initiative?

What help is available?

Community Lincs can provide initial information, advice, training, set-up support, shared learning from best practice and a start-up grant (maximum £500) for an eligible new scheme including help to identify other sources of funding.

What is a Good Neighbour Scheme?

Good Neighbour Schemes are community projects run and delivered by groups of local volunteers. Whilst potentially benefitting the whole community, they are aimed primarily at helping elderly, disabled, vulnerable, frail or isolated people. Help is given free although a reasonable charge is usually made for transport mileage.

Good Neighbour Schemes respond to the needs of local people by providing help with activities such as:

- Befriending, home visiting, companionship, someone to go to social events with
- Dog walking and caring for pets if owner is ill
- Errands and shopping
- Filling in forms, writing letters, reading and help to use computers and the internet
- Light gardening
- Giving lifts to a GP surgery, clinic, hospital, day centre, other appointments
- Household tasks including tuning televisions, changing light bulbs and smoke alarms
- Moving furniture, taking down and hanging curtains and pictures

It is about local people helping their neighbours to enjoy a better quality of life. Good Neighbour Schemes help create an environment where people feel safe and secure because they have genuine connection with one another.



At the outset, a survey is undertaken to establish whether or not there is a need for a Good Neighbour Scheme within a community. This will identify how many people would benefit from the scheme, what types of services are required and how many people may volunteer to help. Volunteers indicate what they can do, when and how often according to their availability, skills and resources.

Each scheme is operated via a mobile phone which is held in turn by a core group of volunteers for an agreed period of time. Any resident in need of genuine help can ring the number and the Call Handler will then identify an appropriate volunteer to provide the help requested and agree a time and date.

What is needed to set-up a Scheme?

A local group of volunteers is set-up with a volunteer steering committee, constitution, bank account, insurance cover and a mobile phone. Relatively low levels of funding are required to operate a scheme (approximately £1000 for Year 1). New schemes can obtain an application form for a Good Neighbour Scheme start-up grant via Community Lincs.

Volunteers agree their availability and are encouraged to offer their services only for activities/tasks that they feel happy, willing and confident to carry out. When appropriate, volunteers are Disclosure and Barring Service (DBS) checked and all volunteers involved in the scheme are issued with identity badges. A volunteer giving people occasional lifts in his/her own car can normally re-claim a rate to compensate for fuel, wear and tear.

Although levels of activity vary greatly from scheme to scheme, a single scheme could receive around 5 requests for help each week.

What a Good Neighbour Scheme is not....

Good Neighbour Schemes do not replace the work/services provided by Adult Social Care or other professional care or voluntary agencies and should not be seen as a free or cheap way to do skilled tasks that require the use of qualified trades people. No tasks are undertaken that require certified qualification such as electrical, gas or plumbing work. Such work is normally beyond the scope of Good Neighbour Schemes and their insurance cover.

If you would like to find out more, please contact:

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