



Link 6 & RWB Good Neighbour Scheme for:

Bradenstoke, Broad Town, Bushton, Clyffe Pypard, Lyneham, Tockenham and Royal Wootton Bassett

INFORMATION FOR NEW VOLUNTEERS

Welcome

We are pleased to welcome you as a Link Volunteer and hope you enjoy volunteering with us. If at any time you have any queries or concerns, please contact the Volunteer Coordinator or Volunteer Recruitment & Support Officer.

We would be grateful if, once you have read the Induction Pack, you could complete and sign the Acknowledgement Page and return it.

Thank-you.

Management Committee

Chair	Kate Davidson	44-45 Church Street Royal Wootton Bassett SWINDON SN4 7BQ	01793 855170 Kate.davidson910@gmail.com
Treasurer	Martin James	12 Saltspring Drive Royal Wootton Bassett SN4 7SD	07799695406 Martin.james1099@gmail.com
Secretary & Volunteer Recruitment and Support Officer	Philippa James	12 Saltspring Drive Royal Wootton Bassett SN4 7SD	07880687072 philippa.james12@gmail.com
Press and Publicity Officer	Allison Bucknell	The Little House 154 High Street Royal Wootton Bassett SN4 7AB	01793 854421 allison.bucknell@btinternet.com
Coordinator team led by	Tony Cole	32 Wood Street Royal Wootton Bassett SN4 7BD	01793 852701 holycoles@hotmail.com

Link 6 & RWB Good Neighbour Scheme Information for Volunteers

Procedure when a Client calls for help:

1. The Client rings the Link line **07879 394666** with his or her request.
2. The Coordinator logs the request, and then rings or sends text to volunteers until a volunteer is found that is willing to take the job.
3. The Coordinator confirms acceptance of the request to the client, informing them of the name of the Volunteer and explains the donation system. A confirmation e-mail is sent to the volunteer with details of the job.
4. The Volunteer phones the client on the morning of the request (or previous day if an early morning request) to confirm they will be coming, check on pick-up time and any special instructions such as directions to pick-up point.
5. The Volunteer arrives at the agreed time at the client's house and completes the requested job.
6. **At the conclusion of the job the Volunteer offers the donation envelope to the client. This should be closed in the presence of the Client and left unopened. Please do not write anything on the back of the envelope in order to keep the donation anonymous.**
7. If the client asks for a 'follow-on' job to be done this should be booked through the Coordinator. It is important that all jobs are logged especially from the insurance point of view.
8. Periodically (e.g. fortnightly or monthly), donation envelopes should be delivered to the Treasurer, Mike Davidson. More envelopes can be collected at the same time. **DO NOT OPEN THE ENVELOPES AND TAKE OUT YOUR OWN EXPENSES.** Payment of expenses is handled separately (see next section).
9. ***It is important that you let the Coordinator know if you are going to be away on holiday or unavailable for any length of time. This will save unnecessary work and telephone calls***

Additional COVID-19 procedures

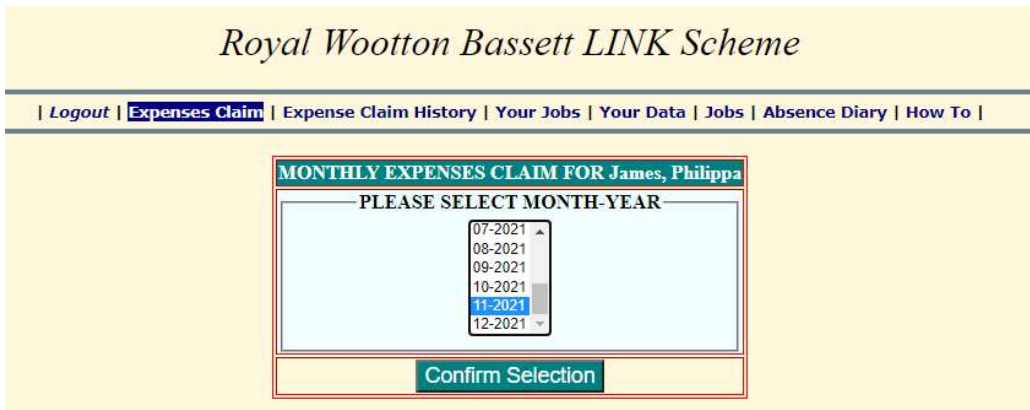
1. The driver should sanitise vehicle surfaces such as door handles before each trip.
2. Both client and driver to wear a face mask throughout the duration of the job.
3. The client should, wherever possible, sit in the back seat of the vehicle as far away from the driver as is possible.
4. If possible, good ventilation should be maintained by keeping a window open.

Procedure for claiming expenses:

1. Keep a record of time and mileage, from and to your home. Travelling expenses are paid at **45 pence** per mile and you may also claim for out-of-pocket expenses eg. up to £5 for lunch if you are out all day.
2. You should record the details of each job you undertake on the Link6 database (whether or not you intend to claim expenses).
3. Log on to the **Link 6 & RWB Database**: <https://wiltslinks.uk/link/login.php> and enter

your username (your email address). Select Standard Login and an email will be sent to you with a one-time password which you can copy and paste from the email to the login screen.

- On successful login you will see this screen:



- Select the month when the job happened and Confirm Selection
- You will see a list of all the jobs that are assigned to you for the month. For each job you have done, record the approximate time spent, the mileage done and any other expenses incurred. Then press Save. The screen updates to show the total value of the claim and the monthly totals so far. When finished, click the Logout tab to exit the database. DON'T press the FINAL SAVE button until the month end (see 7 below).

SAVE buttons repeated for convenience; each saves everything

id	date	client	job	driver_abb	trip_num	hours	extra_exp	miles	mileage	total	
47826	01/11/2021		Sacred Heart R.C Church High Street, Royal Wootton Bassett, Wiltshire SN4 7AH	PJA *	0	00:15	0.00	1.00	0.45	0.45	Save
47895	02/11/2021		Wootton Bassett High Street High Street, Royal Wootton Bassett, Wiltshire SN4 7AU	PJA *	0	01:00	0.00	1.00	0.45	0.45	Save
48195	09/11/2021		Wootton Bassett High Street High Street, Royal Wootton Bassett, Wiltshire SN4 7AU	PJA *	0	01:00	0.00	1.00	0.45	0.45	Save
48198	16/11/2021		Wootton Bassett High Street High Street, Royal Wootton Bassett, Wiltshire SN4 7AU	PJA *	0	01:00	0.00	1.00	0.45	0.45	Save
48351	16/11/2021		Sainsburys Bridgemead Paddington Drive, Bridgemead, Swindon, Wiltshire SN5 7AA	PJA *	0	01:00	0.00	12.00	5.40	5.40	Save
48020	19/11/2021		Chippenham Community Hospital Rowden Hill, Chippenham, Wiltshire SN15 2AJ	PJA *	0	02:00	0.00	0.00	0.00	0.00	Save
48563	23/11/2021		Wootton Bassett High Street High Street, Royal Wootton Bassett, Wiltshire SN4 7AU	PJA *	0	00:00	0.00	0.00	0.00	0.00	Save
48420	27/11/2021		Wootton Bassett Memorial Hall Station Rd, Royal Wootton Bassett, Wiltshire SN4 8EN	PJA *	0	00:00	0.00	0.00	0.00	0.00	Save
MONTH TOTALS						6:15	0.00	16.00	7.20	7.20	

If your data entry is complete for this month click the FINAL SAVE button

FINAL SAVE!

- At the end of the month when you have entered expenses for all the jobs, click the FINAL SAVE button. On the next screen click the LOCK IT! button.

- On this screen, you can make an optional donation to Link 6 if you don't wish to claim for some/all of your jobs. To do this, deduct the donation amount from the Claimable amount and type the new amount into the Net Claim box. The Donation box will automatically be updated. Tick the Gift-Aid button if you have signed up for Gift Aid. Then click the Send Your Claim! Button.

OPTIONAL DONATION TO LINK
DO NOT try to enter the donation amount. Enter only the NET CLAIM

Claimable amount: Net claim: Donation:

GIFT AID THIS DONATION

I confirm that I have lodged a signed, valid, up-to-date Gift Aid Declaration with the Treasurer and that I wish this donation to be gift-aided:

NO gift-aid ||| YES, gift-aid it please

Last Chance!
CONFIRM LOCK AND SEND TO TREASURER.
You will not be able to submit any other claims for this month.

Send Your Claim!

9. A confirmation email will be sent to you.
10. Expenses will be paid by bank transfer early in the following month. You will be contacted by the treasurer for your bank details for electronic payments.
11. Drop off (and collection) points for donation envelopes are:

<p>Martin James 12 Saltspring Dr Royal Wootton Bassett SN4 7SD 07880687072</p>	<p>Allison Bucknell The Little House, 154 High Street Royal Wootton Bassett, SN4 7AB 01793 854421 (between Tees Total and the Tile Shop)</p>
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LINK VOLUNTEER DRIVER GUIDELINES

The Link Scheme is grateful for the time you give as a driver and we hope you enjoy it. The following guidelines are intended to promote the safety of you and your passengers while you are driving for Link.

- It is your responsibility to ensure that your vehicle is safe and legal ie. has an MOT, Tax, insurance and is serviced regularly. A Link 6 & RWB committee member may ask to see your MOT, insurance certificate and driving licence on an annual basis.
- If you incur any motoring convictions please inform the Link Scheme volunteer recruitment officer. Any convictions acquired will be considered by the Link Scheme committee and your suitability to continue as a volunteer will be assessed. You will also be responsible for paying any parking fines that you incur whilst being a volunteer driver.
- You are advised to inform your insurance company that you are using your car as a volunteer driver (see sample letter)
- Please be responsible for your own fitness to drive including your eyesight and be aware of the effects of any medication you are taking, alcohol and tiredness.
- Should you wish to continue as a Link 6 Volunteer Driver after your 80th birthday, you will be encouraged to have a Sage driving assessment and may continue driving for Link 6 if the outcome is satisfactory.
- Please be aware that most destinations have wheelchairs available for use by visitors and it is recommended that volunteers to not take clients' own wheelchairs. If you are prepared to do this in exceptional circumstances, please advise the Co-ordinator.
- Any mileage allowance you receive will be tax free subject to Inland Revenue limits.
- Although private cars are not subject to No Smoking legislation we would request that you respect clients' views if you smoke. Clients wishing to smoke in your car should ask your permission.
- All passengers should wear appropriate seat belts at all times.
- Please display the Link 6 Volunteer parking card at all hospitals and observe the guidelines issued.
- Please comply with all driving legislation and the Highway Code.
- Please report any concerns to the Link 6 Co-ordinator.
- The Royal Society for the Prevention of Accidents produces a Volunteer Drivers Handbook available at www.rospa.com if you would like further details.

Guidance on Insurance For Link Scheme Volunteers

1. If you choose to drive your car as a Link 6 Volunteer your normal car insurance provides the same cover as usual. We do advise that you write to your insurance company advising them that you are a volunteer driver. There is a sample letter enclosed for your use if you wish.
2. The Link Scheme will also put in place additional insurance which protects your No Claims Discount and covers any voluntary excess you may be liable for in the event of an accident occurring while you are driving for Link.
3. The Link Scheme has a public liability insurance policy which protects both volunteers and clients. The main elements of the policy are:
 - a. Public liability cover to protect against responsibility for personal injury or damage to property due to negligence up to a maximum of five million pounds.
 - b. Personal Accident cover to benefit volunteers if they sustain an injury while engaged in Link Scheme activity. Full benefits would apply to anyone between the ages of 16 - 75 and reduced benefits to anyone between the ages of 14-15 and 12-13 or over 75.
4. Employers' liability provides compensation for volunteers suffering injury due to the Link Schemes negligence up to a maximum of ten million pounds.
5. Anyone wishing to see the summary of cover issued by the Insurance Company should apply to the Treasurer.

Sample Letter to Insurance Company

Dear

Policy Number: *(Insert your policy number)*

Participation in Local Voluntary Car Scheme *LINK 6 &RWB Neighbour Scheme*

I am writing to inform you that I shall be participating as a voluntary driver in our local voluntary car service. It is understood that this participation does not influence, in any way, my car insurance policy or payments. The British Insurance Association and Lloyds Motor Underwriters Association have given an undertaking that the receipt of contributions as a part of a car-sharing agreement will not be regarded as long as:-

1. The Vehicle is not built (or adapted) to carry more than 8 passengers (excluding the driver).
2. The total contributions received from the journey do not involve an element of profit; (in other words, receipts per mile by the driver must not be more than the reasonable mileage costs for the car.
3. The passengers are not being carried in the course of a business of carrying passengers.

My participation satisfies the above criteria.

I would be grateful if you could confirm that you agree with the above in writing. I would be happy to provide further information if you have any queries.

HMRC Tax Free Mileage Guidance for Volunteers

Volunteers may drive 10000 miles per year at the HMRC rate without incurring a profit. Volunteer mileage only needs to be declared if a profit has been made.

It is unlikely that a Link volunteer will exceed 10000 miles a year on Link trips, but if they also drive as a volunteer for another organisation, this may be the case. This could lead to there being an element of profit-making for an individual driver which will have implications for insurance and the legal basis of the Scheme.

The cost of insurance, servicing, petrol, tyres etc. is included in the calculation made by HMRC. Volunteers should be aware of these limits and take responsibility for their own tax liability implications.

Donations Policy

Link Schemes offer 'Good Neighbour' support to those in need in local communities. Clients are not charged for the service they receive but are invited to make a donation towards costs. This donation is placed anonymously in the envelope provided and is entirely voluntary.

- ❖ Link Schemes offer help to the most vulnerable and the service should be available to all regardless of means.
- ❖ Grants from the local authorities and other organisations help to meet the shortfall between donations and costs.
- ❖ In practice donations make up a considerable proportion of the income for most Link Schemes.
- ❖ Volunteers cannot legally collect a payment. All donations to be placed in envelope provided and passed to the Treasurer.
- ❖ Guidelines can be given as to the cost of any journey.
- ❖ Journeys undertaken on behalf of statutory bodies or other voluntary agencies may be charged for at the current mileage rate plus an amount for administration. Issuing an invoice will be necessary and will be undertaken by the management committee, not the volunteer.
- ❖ Financial responsibility for the Link Scheme rests with the management committee not its volunteers or clients.
- ❖ The donations policy is central to the service provided by a Link Scheme and is also a requirement of the grant aid from the statutory authorities.

Grievance Procedure

Any volunteer who feels they have been unfairly treated should follow the guidelines below.

Contact the Volunteer Recruitment and Support officer who will deal with the grievance:

Promptly - Fairly and Confidentially

Another member of the Management Committee may be approached if the grievance concerns the Volunteer Recruitment and Support officer.

The grievance may be communicated verbally or in writing. The Volunteer Recruitment and Support officer may request confirmation in writing if he/she feels it necessary.

The Volunteer Recruitment and Support officer will respond to the grievance within 24 hours either offering a resolution or outlining the procedure and time scale for dealing with a more complex grievance. The grievance should be reported to the next Management Committee meeting.

Every effort should be made to resolve all grievances within 7 days of receipt. If this is not possible the volunteer should be notified in writing.

If no solution can be reached between the volunteer recruitment officer and the volunteer, the matter **must** be referred to the Management Committee.

Any volunteer who feels that their grievance has not been dealt with satisfactorily may contact The Link Project at Community First

Tel: 01380 72224