

Safer Homes

Bishop Creighton House

378 Lillie Road

London SW6 7PH

Tel: 020 7385 9689

Fax: 020 7386 9149

Email: [cisidore@creightonhouse.org](mailto:cisidore@creightonhouse.org)

Dear Potential Volunteer,

Thank you for your interest in becoming a volunteer with Safer Homes.

Please find enclosed an information pack, which tells you more about the project. If, after reading it, you are still interested in becoming a volunteer please complete the relevant parts and return them to me at the above address.

If you have any questions, or would like to discuss the project in more details before you complete the form, please feel free to call me on **020 7385 9689.**

I look forward to receiving your completed form.

Kind regards,

**Caecilia Isidore**

**Project Coordinator**

**Safer Homes**

Information for people interested in becoming a community volunteer

**Introduction to the project**

Safer Homes is a handyman service that improves safety and security in the homes of elderly people, those with a disability and families with children aged under 5 who live in Hammersmith and Fulham. We carry out home safety, security and fire safety checks providing reassurance, advice and safety installations to those in need. Above all, we make people feel safer and more secure in their own homes, giving them the confidence to live independently.

**What does a community volunteer do?**

Our volunteers help vulnerable older people, or those with a disability, remain safe and secure in their homes. This is done by:

* Carrying out home safety, home security and fire safety checks in their home
* Offering advice on how to remain safe and secure in their home
* Carrying out small tasks - like changing a light bulb or a battery in a smoke alarm or providing a CO alarm
* Arranging for our handyman to do a follow up visit to carry out work like fitting door and window locks, new smoke alarms or securing carpets
* Referring clients on to other outside agencies where necessary

Safer Homes are also looking for volunteers to carry out customer satisfaction surveys over the telephone. These volunteers are based in our offices in Lillie Road.

**Who can be a volunteer with Safer Homes?**

Community volunteers should be willing to make a commitment to be involved with the project for a minimum of one year – this can be for a minimum of 2 hours a month or a maximum of a half day a week depending on your availability and the demand for visits. You do not need any particular knowledge as training will be given but you do need to have:

* A positive attitude towards empowering and improving the lives of older and disabled people
* Enthusiasm and commitment
* Good communication skills and a good level of spoken English

We provide a comprehensive induction training programme and support to help you become a community volunteer. Full training on how to carry out home safety, home security and fire safety checks will be given.

Important: For practical reasons, there are certain things which we require from volunteers, in order to make sure we can support you and scheme members fully:

1. You should be able to attend volunteer support meetings and training events.
2. You should be prepared to visit our clients who live in Hammersmith & Fulham.
3. You should have been resident in the UK for over two years, so that we can apply for a Disclosure and Barring Service (DBS) check on your behalf.

**What support do volunteers receive?**

* Induction training
* Regular contact and support from the project staff
* Support meetings
* Reimbursement of expenses

**What might a volunteer gain from involvement?**

We are a friendly team who really values our volunteers. Volunteering with us is an opportunity to gain new skills and experiences and a real way of contributing to the local community. It is a chance to meet new people and hopefully provide a sense of satisfaction from knowing that you are making a positive contribution by giving your support to a vulnerable person.

**What next?**

**If you would like to become a volunteer, these are the steps you will follow with us:**

1. Complete an application form and a disclosure of offences form and return them to the Project Coordinator. You will also need to provide two referees. We will hold your information on our records for the purpose of contacting you. We will not keep your information for longer than needed for that purpose. We will only hold your data for one year after you leave.
2. Attend an informal interview with the Project Coordinator and complete a Disclosure and Barring Service check (DBS). This allows us to check to see if you have a criminal record. (*If you do have a criminal record you may still be able to be a volunteer, depending on the offence*.)
3. We will contact your referees.
4. Attend induction training.

**If all these stages go smoothly then**:

1. You will be invited to join our Safer Homes Community Volunteers team.

There will be an ongoing programme of training and regular support meetings.

*You may decide at any stage that it is not the right thing for you, or we may suggest that it is not the best volunteering opportunity for you. If this happens then we can help you find other volunteering opportunities.*

**Safer Homes Volunteer**

**Application Form**

Thank you for your interest in becoming a community volunteer. Please complete this form so that we may have some basic information about you and some idea of the skills you might bring to the project. If you need any help in completing this form please contact us.

Safer Homes is committed to an equal opportunities policy.

All information given will remain confidential between you and BCH.

Full name…..     ……………………………………………

Address………     …………………………

Postcode……      …………………..

Have you been resident in the UK for over 2 years? Yes  No

Telephone numbers:

Home………     ….... …………………………………

Work………      ………………... ……………………………………

Mobile……      …………….............................................

E-mail ……      ………………………………………………………

Date of birth ……     …………………………………………………………………………

How did you hear about Safer Homes?      …………………………………………….............

*Please tell us why you are interested in being a volunteer with Safer Homes.*

*Please tell us about any voluntary work you have done.*

*Please tell us about your current situation and what you are doing at the moment (e.g. hobbies, work, volunteering, family etc.)*

*Please tell us about any skills, interests or work experience that you think may be relevant.*

*Is there any medical information about yourself that we should be aware of? (This is so we can provide an appropriate medical response or put measure in place for your safety where necessary.)*

*Is there anything else you would like to tell us?*

*What time each week do you have available and are you available in the day?*

*Are you able to make a commitment to be involved with the project for a minimum of 1 year?* Yes  No

*Would you be able to attend regular training, support or supervision meetings?*

Yes  No

Please tell us the name, address and phone number of someone we could contact in the event of an emergency while you are involved with the project.

Name……     …………………………………………………………………………………

Address.…      ……………………………………………………………………………………. ..………………………………………………Postcode…     …………………………..

Telephone:

Home………     ……………….... ………………………………………………………...

Work…………     ……………... ……………………………………………………………..

Mobile………     ………….............................................................................................

Safer Homes provides a service for adults who are vulnerable. We wish to make sure as far as possible their interests are protected. For that reason we ask you to supply the names and addresses of two people who know you well (not relatives) who we can contact for references. **They should have known you for over two years** and one should be your present or past employer, an organisation you have volunteered for, teacher or tutor. *They cannot both be friends.* Please discuss references with us if there is a difficulty.

1. Name……     ………………………………………………………………………………

Address. …     ………………………………………………………………………………..  
………………………………………………………………………………….................

.......…………………………………………………Postcode……     …………………...…

Telephone …     ……………………………………………………………………………...

Email………     ……………………………………………………………………………….

In what capacity do you know this person?……      ……………………………………..

2. Name………     ……………………………………………………………………………

Address. ………     …………………………………………………………………………..  
………………………………………………………………………………….................

.......…………………………………………………Postcode…     …………………...…

Telephone ……     …………………………………………………………………………...

Email……………     ………………………………………………………………………….

In what capacity do you know this person? …     ……………………………………………

**I declare that the above statements are true to the best of my knowledge.**

Signature…………………………………………Date……………………..……..........

*(If you are returning this form by email, leave this section blank and you can sign the form when you come in for an informal interview).*

CONFIDENTIAL: **Disclosure Form**

*In the interests of protecting vulnerable people we must ask you the following question. Please be assured that this is in confidence and will not necessarily stop you from becoming a community volunteer. All information will be held in line with the data protection act.*

**Do you have a criminal record (this includes criminal convictions, cautions, reprimands or final warnings)? Yes  No**

If ‘Yes’, please supply us with details and dates of your criminal record:

|  |  |
| --- | --- |
| Date | Offence |
|  |  |

**I certify that the above is a true statement.**

Name (please print)….………………………………………………………………..…..

Signed…………….……………………………… Date.……………………………..….

*(If you are returning this form by email, leave this section blank and you can sign the form when you come in for an informal interview).*

**IMPORTANT INFORMATION:**

The possession of a conviction will not necessarily prevent you from becoming a volunteer unless Safer Homes consider that your criminal record renders you unsuitable. In making this decision we will consider the nature of the offence, how long ago it took place, what age you were when it was committed and any other relevant factors.

Failure to disclose a criminal record could lead to your application being rejected or your immediate release from the scheme if you have become a volunteer and it is subsequently learnt that you do have a criminal record.

Safer Homes require all community volunteers complete a second disclosure process that involves a check by the Disclosure and Barring Service. This check will reveal all information, including spent convictions, final warnings, convictions, cautions and reprimands held about you on the police national computer. The Project Coordinator will explain the procedure to you and answer any questions relating to the check.

**Bishop Creighton House Settlement Monitoring Form**

BCH is committed to developing equality in the workplace and in the services we provide. Please take the time to complete this form and return it to us, but please do not put your name on. All information will remain confidential, and be kept in accordance with Data Protection regulations.

*Thank you for your help.*

**Gender** Female  Male

**Age** 16-19  20-25  26-50  51-60  61-74  75+

**Ethnic/Cultural Background**

**White:** British  Irish  European Other White

**Mixed Ethnicity:** details

**Black:** British  Caribbean  African  Other Black

**Near or Middle Eastern:** details       \_\_\_\_\_\_\_\_\_\_\_

**Asian:** Asian British  Indian  Pakistani  Bangladeshi

Chinese BritishChineseOther Asian

**Other** \_\_\_\_\_

**Disability**

Do you consider yourself to have a:

Learning disability  Physical disability  Mental Health need

Sensory disability

Other information       \_\_\_\_\_\_\_\_\_\_\_

Where did you hear about Bishop Creighton House?

*Thank you for completing this form.*

Please return to: **Caecilia Isidore, Safer Homes, Bishop Creighton House, 378 Lillie Road, London SW6 7PH, o**r by email to: [cisidore@creightonhouse.org](mailto:cisidore@creightonhouse.org)