



somerset
COMMUNITY | FOUNDATION



Isle of Wedmore Good Neighbours Lone Volunteering Policy and Guidance

The Isle of Wedmore Good Neighbours organisation aims to keep clients and volunteers as safe as possible while volunteers are carrying out their role.

Volunteers should do the following when carrying out any Good Neighbour (GNS) task, eg visiting or driving a client:-

- Keep your mobile phone with you and switched on
- Tell your partner, trusted friend or designated person that you are going on a GNS assignment and give an approximate time of return. You can give an indication of where you are going, but have regard to confidentiality of the client.
- Save the mobile phone number of the Duty Coordinator and share this number with your partner, trusted friend or designated person, to be used if any concerns.
- Use a 'Find my phone' App and use the 'share my location' with a partner, friend or designated person
- Save the general contact number of the GNS – 01934 806299, and share with partner, trusted friend or designated person. The Duty Coordinator will pick up any message, but it is not suitable for urgent contact. *Call the Duty Coordinator for urgent matters.*
- Remember you can decline to carry out any task/visit if you do not feel comfortable and safe. Call the Duty Coordinator to discuss if you have any concerns.
- In a case of mental health distress from the client and if there is a **potential of** risk of harm to themselves or you or others, call 999. Report to Duty Coordinator as soon as possible.
- If you are unable to carry out your role for any reason, eg no one answers the door, call the Duty Coordinator for advice.
- Inform Duty Coordinator of date & time if you are supporting a client at a time arranged independently by you.

Additional actions:-

- Volunteers have a list of all the Coordinators and their contact details, including mobile phone numbers.
- Each Duty Coordinator will inform all Volunteers at the start of their week of Duty, including their contact details.

Chair's signature: Johnny Torrens-Spence

Date: 7th May 2026

Next Review due: May 2027