

Welcome to the newsletter from Surrey Community Action to Voluntary Transport and Good Neighbour Schemes across Surrey. Each issue is written by our Co-Ordinator, Vicki Turton.



Winter 2017/18

newsletter

2016 survey results

Each year we ask you to complete our survey. The results help us to uncover the level of demand and identify future support needs for the schemes.

You can find the full report on our website at www.surreyca.org.uk but some of the key points from the 2016 survey were:

- 75% of schemes responded to the survey which is a 3% increase on the previous year
- Schemes received 48,375 requests for help
- 96% of all requests were transport related
- 80% of journeys undertaken were health related
- The 69 schemes represent 3476 volunteers
- 334 new volunteers were recruited in 2015
- More than 120,000 hours were given in volunteer's time
- Approximately 796,000 miles were travelled



This Year's Survey

The 2017 survey will help us to compare year on year growth or reduction in demand, so that's why some questions have been repeated. Please answer each question to the best of your ability so that we can find out the true cost of the service you provide!

We have included a paper copy of the survey with this newsletter, but we would really appreciate it if you could complete the survey online at www.surreyca.org.uk/services/good-neighbour-schemes

GDPR - are you ready?

The European Union's General Data Protection Regulation (GDPR) comes into effect on 25 May 2018. GDPR will introduce new accountability obligations and stronger rights and restrictions on data handling.

GDPR introduces new obligations for any organisation that handles data about EU citizens and brings data breach notification into European law for the first time. It also places stricter responsibilities on organisations to prove they are adequately managing and protecting personal data.

As with many aspects of the law, ignorance is no excuse and fines are onerous, so do



familiarise yourself with what you need to be aware of in handling the personal data you keep about your volunteers and clients.

We have included some sample forms with this newsletter that you could adapt for your scheme.

You can find out more about GDPR by visiting the website of the Information Commissioner's Office: <https://ico.org.uk/media/1624219/preparing-for-the-gdpr-12-steps.pdf>



Email disclaimers

Email disclaimers inform recipients about what they can and cannot do with the emails sent from your organisation. It is usually a distinct section in an email signature which is separate from the main message. There's some dispute as to whether these are legally enforceable but most companies and organisations include a disclaimer in their email signature. If you would like to include one, below is an example of some words that you could use. You can find others online.

"This transmission is intended for the named addressee only. It may contain sensitive material and be marked as CONFIDENTIAL and accordingly must not be disclosed to anyone other than the named addressee, unless authorisation is granted by the sender. If you are not the named addressee (or authorised to receive it for the addressee), you may not copy, use or disclose it to anyone else. If you have received this transmission in error, please notify the sender immediately".

A quick guide to DBS checks

I think there are still some misunderstandings about the DBS checks and the DBS update service. So I thought I would put some step by step points down to help you understand how these work.

DBS checking process and update service:

1. A volunteer driver undergoes a DBS check
2. The volunteer may register with the DBS update service (If Surrey Community Action completes the DBS check, we can register the volunteer with the DBS update service)
3. A volunteer must complete a permission form provided by either Surrey Community Action or by the scheme. This allows the scheme to do a check online in the future. When the volunteer receives his/her DBS certificate they must show that certificate to someone within the scheme and hand in their completed permission form
4. Schemes may decide to recheck a DBS every year, every two years or every three years (but please note that just because a volunteer has joined the DBS

update service this does not mean that the DBS service will contact the employer if something changes. It simply means schemes may check the volunteer's current DBS status on line. So you still need to do this check regularly via the DBS update service online)

5. Schemes are then able to check the status of a DBS, online in the future and free of charge.

DBS update service online information:

The following describes the status check results you could see when you do go online to check a DBS certificate and what each of these mean.

Status Check: This DBS Certificate did not reveal any information and remains current as no further information has been identified since its issue.

The image shows a hand holding a pen over a DBS application form. The form is titled 'SURREY COMMUNITY ACTION' and 'DISCLOSURE & BARRING SERVICE'. It includes a section for 'proving your identity' and a 'YOU MUST' list of instructions. The form is partially filled out with handwritten information.

YOU MUST

- Use **BLACK INK** throughout.
- Use **CAPITAL LETTERS** when completing the form.
- Complete all sections marked in **YELLOW** - if you do not, your form will be returned unprocessed and this will delay your application.
- Write clearly and unprocessed and this will delay your application.
- Put a line through a mistake, and correct it to the right.
- Mark choices in the box with a cross (X).
- Keep your signature(s) within the box provided.
- Provide all addresses where you have lived in the last 5 years, if you have lived overseas within this period please include these addresses.

proving your identity

After you have completed sections a, b, c and e please return the form to the person who provided you with the form. They will then ask you to provide a range of documents to confirm your identity. Please refer to the ID checking guidelines which can be found at www.gov.uk/dbs

identity documents

- You must provide original documentation only; photocopies will not be accepted.
- At least one document must confirm your current name, as recorded in section a.
- At least one document must confirm your current name, as recorded in section a.
- At least one document must confirm your date of birth, as recorded in section a.

registered body use only

- a1-a3 verified
- a14 verified
- a21 verified
- a23 verified

YOU MUST NOT

- Write over the edges of each box.
- Place stamps or stickers on the form.
- Staple anything to the form.
- Use correction fluid.
- Strike out a section that is not applicable. Please leave it blank.

applicant's checklist

Before you pass this form to the person who provided it to you, please ensure you have:

- Completed all the **yellow** fields, highlighted in yellow in sections a, b and e.
- Provided all the addresses where you have lived in the last 5 years.
- Signed the declaration in section e.

This means: The DBS certificate when issued was blank (it didn't reveal any information about the person) and no new information has been found since its issue. The original certificate can be accepted as current and valid.

Status Check: The DBS certificate remains current as no further information has been identified since its issue.

This means: The original DBS certificate revealed information about the person but no

new information has been found since its issue. The original certificate can be accepted as current and valid.

Status Check: The DBS Certificate is no longer current. Please apply for a new DBS check to get the most up-to-date information.

This means: New information has come to light since the DBS certificate was issued. You will need to apply for a new DBS check to see the new information.

Status Check: The details entered do not match those held on our system. Please try again.

This means:

- A. The person has not subscribed to the DBS Update Service.
- B. The DBS Certificate has been removed from the DBS Update Service.
- C. You haven't entered the correct information.

Remember

Schemes are allowed to check the status of a certificate, BUT only if a volunteer gives consent.

You'll need to see the original DBS certificate.

You will also need the 12-digit reference number and the volunteer's name and date of birth to check the DBS update service.

Once you have received the original DBS certificate, the volunteer's consent and their information, you can carry out a status check online.

Any questions?

Please contact Vicki Turton at Surrey Community Action - find my details on the back of this newsletter.

Time for a road redesign?

The number of older drivers involved in car crashes has increased by 10 per cent over the last six years, prompting calls for a redesign of the road network to make it less dangerous for older licence holders.

Recent research highlighted by the Centre for Innovative Ageing at Swansea University, showed that a third of serious accidents among 80-year-olds happened when making right-hand turns across oncoming traffic. Only one in ten accidents among 50-year-old drivers happened during the same manoeuvre.



Voluntary Car Schemes in Surrey

- Facts and figures!

Wow! What a marvellous service voluntary car and good neighbour schemes in Surrey are providing. Based on the information you provided for our 2016 survey we've chosen some key figures and extrapolated these to better demonstrate the difference you're making to local communities across the county.

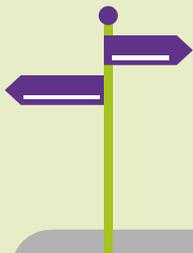


97,970

journeys were carried out by the 65 schemes which responded

This was a 25% increase of 25,215 on the previous year.¹

25%



53 of the schemes travelled

758,538 miles²

That's 55 times round the world



or to the moon and back 2.5 times



The average journey is 8 miles



The schemes have **3116** volunteers between them.³

That's **5,103** days⁴ or 14 years⁵



This equates to **122,473** volunteer driving hours.⁴



The average journey time is approximately **2.5 hrs.**



Based on the average salary in Surrey at **£35,038**

the time provided by volunteers has a monetary value of **£490,500**⁶

1. 135,663 extrapolated
2. 1,288,080 extrapolated
3. 4314 extrapolated
4. 169,578 extrapolated
5. 19 years extrapolated
6. £678,272 extrapolated



Expenses

Please be aware that if you are paying your drivers more than the HMRC recommended mileage allowance - which is 45p per mile - you should also be telling the driver that they must declare this on their tax return.

Organisations using volunteers should follow good practice and only reimburse volunteer drivers the expenses they have actually incurred. If volunteers are seen to be making a profit then their insurance policy could be invalidated as they may be seen as an employee.

Why not remind your volunteers that it's good practice to give the donation from the client to your scheme and then put in a claim for their expenses?

Apply now for the Community Transport Funding Pot

Surrey County Council is inviting you to bid for grant funding from Surrey County Council's Community Transport Project Funding Pot.

You can bid up to £1,000 on a project which enables greater access to community transport and/or improves the passenger experience. You will need to complete an application form which you can find on Surrey Community Action's website at www.surreyca.org.uk/grants-and-funding/ and return it to simon.cox@surreycc.gov.uk

There is a maximum of one bid per scheme. Applications close on 28th February and applicants will be notified whether they have been successful in early March.

If you require any further information please feel free to contact Simon Cox via email simon.cox@surreycc.gov.uk or call Simon on 020 8541 8034

Emergency Contact for Volunteers

It is good practice to provide all your volunteers with details of the committee (names and phone numbers at least) so that if an emergency situation arises with a client or the volunteer themselves, then they would be able to contact someone for help and advice.



surreyca



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For more information on Good Neighbour or Voluntary Transport Schemes, please contact Vicki Turton at Surrey Community Action on 01483 447121 or email vickit@surreyca.org.uk.

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