**WHAT IS THE NORTH LUFFENHAM**

**GOOD NEIGHBOUR SCHEME**

The Scheme establishes a co-ordinated network of local volunteers who provide informal help and support to residents within the community who need a little extra help with household tasks or short trips out.

The scheme is coordinated using a dedicated mobile phone to arrange the volunteer help, which is held, in turn, by one of a small core group of volunteers for a specific “duty period. A resident in need of support can call the mobile phone and speak to the duty co‐ordinator who will then contact a suitable volunteer within the Good Neighbour Scheme who is available and competent to carry out the required task.

The purpose of a Good Neighbour Scheme is to help those generally in need, which may include older people, people with disabilities, single parents, or those temporarily in need through illness, injury or bereavement. A Good Neighbour Scheme gives volunteers a chance to help their neighbours enjoy a better quality of life by making sure that essential help and support is easily available to the whole community.

**What sort of help can a scheme provide?**

* Transport to appointments, shopping, visiting friends, school, hospital etc. (this is the only service for which a charge is recommend to compensate the driver for fuel, wear and tear).
* Emergency dog walking , for example, when the owner is ill or in hospital.
* Practical help such as shopping, and prescriptions, occasional cooking and meal delivery.
* Letter writing and form filling - but only non-legal forms.
* Gardening on an occasional basis, for example, if someone with limited mobility needs their garden ‘tidying up' or short term maintenance when the owner is taken ill, etc.
* Help with e-mails or using thei nternet-but not help with online banking or other financial transactions.
* Minor household repairs such as changing a lightbulb, fixing a dripping tap, unblocking a sink, checking a smoke alarm, moving furniture or hanging a picture.