



Good Neighbours Week Monday 11th October – Saturday 16th October 2021

Monday 11th October

10am – 11.30am Dealing with Challenging Volunteer Situations

Volunteers are the life blood of our Good Neighbour groups, but from time-to-time potential challenging situations arise resulting from volunteer behaviour which requires appropriate and careful handling. This session will offer 'best practise' methods in dealing with these difficult situations while providing suggestions on potential preventative measures. We aim to cover the following topics:

- Disruptive behaviours and common niggles
- Confronting the issue
- Implementing a structured volunteer programme
- Ending the relationship

Questions you will be able to answer:

- How to identify disruptive behaviours from volunteers?
- What could be behind these issues?
- What structures and procedures to have in place?
- How to let volunteers go?

Faye Smith from Community Action Suffolk will lead this interactive session, please pre-book your place here

<https://crm.communityactionsuffolk.org.uk/civicrm/event/info?id=2307&reset=1>

2pm – 3.30pm Eden Communities – Creating Happier and Healthier Communities

As we start thinking about coming together again and regaining some sense of normality to our daily lives, How can we all bring people together to create happier and healthier communities? Where people know one another and neighbourhoods thrive? Well Eden Project Communities try to do just that, with their Network, Community Camp, Festival of Discovery and of course their way to encourage neighbours to celebrate and connect to each other and the place where they live, The Big Lunch.

Next year with The Big Jubilee Lunch there has never been a better time for communities to come together for friendship, fun and food. Come along and find out more!

Join Zoom Meeting

<https://edenproject.zoom.us/j/3603654392#success>

3.30pm - 4.30pm Big Energy Saving Advice (Warm Homes Warm Hearts)

Are you worried about energy prices, or concerned about a vulnerable person struggling with heating their home? This informative session will give you useful information and points of reference to help make better decisions about how to heat your home efficiently

Join Zoom Meeting

<https://us06web.zoom.us/j/82453021777?pwd=cVVnV2hFZU0vcXduQ3NvdE1ZVGN4Zz09>



Meeting ID: 824 5302 1777

Passcode: 712801

Tuesday 12th October

10.30am – 11.30am Norfolk Good Neighbour Network Meeting

Volunteers of any Norfolk based Good Neighbour Scheme are invited to join this session. If you are looking for inspiration, maybe need advice from more established groups or just want to chat about anything log in and join the conversation!

<https://us06web.zoom.us/j/86918305685?pwd=eWMzL3BIZlhzS2ZMaWw4Q3lFNk9Ldz09>

Meeting ID: 869 1830 5685

Passcode: 680056

2pm – 3pm Policy Bee - Support with getting the right insurance, and not being overcharged

At PolicyBee we understand that insurance can be confusing. And that you don't have time to waste when you're trying to set up your Good Neighbour Scheme.

To get you started, we'll talk you through the 'must haves' and 'need to knows' to get your project off the ground and insured. You'll also learn what to consider as you grow, so you can keep you, your volunteers and your service users protected.

We've made things simple to buy your policy. We've thrown out the jargon and created an easy, online step-by-step journey that'll quote you a price and let you buy a policy in minutes.

You'll get the cover you need and nothing you don't, with your documents delivered straight to your inbox. Plus, if you need advice, our friendly team are ready and waiting to help.

We're looking forward to seeing you at 2pm on Tuesday the 12th October where we'll be happy to field any question you have.

Join Zoom Meeting

<https://us06web.zoom.us/j/89391017857?pwd=dk8xOFNucWdBdktpaHI0ZzY1dHpVQT09>

Meeting ID: 893 9101 7857

Passcode: 074311

3pm – 4pm Diversity and Inclusion for Good Neighbours!

Our market towns and rural communities are becoming increasingly more diverse. This session will inspire you to build greater volunteer diversity in your own group. You might



consider whether your volunteers fully represent the community you serve. You might reflect on whether there are barriers to accessing your Good Neighbour Scheme. Or seek to build alliances with leaders in communities you don't know (or fully understand) yet.

Monika Puchala, Buddy Up Diversity Worker for Community Action Suffolk, will run an informal session where you can discuss together how you can be more inclusive, engage with multi-cultural individuals in your community and identify some simple things that you can do to build bridges.

<https://crm.communityactionsuffolk.org.uk/civicrm/event/info?id=2308&reset=1>

Wednesday 13th October

10am - 11.30 Carry on Caring

Unprecedented. It's a word we heard a lot during 2020, it was even chosen by some dictionaries as their Word of The Year. There's no doubt that 2020 was a year like no other as we came to terms with the COVID-19 pandemic, which continues to impact on our lives in a number of unprecedented ways.

However, the COVID-19 pandemic also led to another unprecedented event; the rise of volunteering. Government estimates suggest that almost half of adults (47%) volunteered informally during lockdown, helping with shopping, collecting medication or keeping in touch with friends and family.

Now, as restrictions ease, many communities are wondering how can we maintain this momentum and engage people in our communities long-term. In this interactive workshop, Steve Allman, coach and consultant to charities and communities, explores what was different about volunteering during the pandemic, what worked well and what can Good Neighbour Schemes do to harness the rise of the good neighbour.

Please pre-book your place here

<https://crm.communityactionsuffolk.org.uk/civicrm/event/info?id=2309&reset=1>

1pm - 3pm Introduction to Good Neighbours - to outside organisations

Everybody Needs Good Neighbours

Good Neighbour schemes enable communities to work together, to create an environment where people feel safe and secure. They ensure that people are at the heart of the community and have a genuine connection with one another.

The GNS Team from YMCA Lincolnshire will discuss the setting up of a scheme and look at the benefits provided. A perfect session for Covid-19 Mutual Aid groups!

To join this session please follow this link

<https://us02web.zoom.us/j/86141859067?pwd=azFtdUhoaXI5c1NhNEsTUXNMT2hFdz09>

Meeting ID: 861 4185 9067



Passcode: 768892

3pm – 4pm Dementia Friends

The Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition.

Join this online information session to;

Learn about dementia so you can help others in your community.

Raise awareness and understanding, so that people living with dementia can continue to live in the way they want.

Dementia Friends is open to anyone who wants to help people with dementia in their community.

Please pre book your place here

<https://www.dementiafriends.org.uk/WEBSessionDetails?id=a055100000PurSbQAJ#.YU3wo7hKjIU>

6.30 – 7.30pm Evening Regional Networking Session

Join Good Neighbour Schemes from outside of your county to talk all things Good Neighbours! Reflect on the last 18 months, share your successes and challenges, find out whether Good Neighbour Schemes differ across counties!

Your hosts will be the Good Neighbour Scheme officers from Community Action Norfolk, Community Action Suffolk, Community Lincs, Beds RCC, Humber & Wolds Rural Action and Volunteer Link Up in Oxfordshire, who will be interested in hearing your views especially on this very first Good Neighbours Week.

<https://us06web.zoom.us/j/87097773708?pwd=d0YvTmFidDQyb2JWeUROWGIEQmRVZz09>

Meeting ID: 870 9777 3708

Passcode: 013564

Thursday 14th October

10am – 11am Bedfordshire Good Neighbours Network Meeting

Interactive space for Bedfordshire good neighbours to meet and chat. Hosted by Simon, Mike and Justine, this is your chance to discuss topical issues such as promotion and publicity, safeguarding, DBS, vaccine boosters, driver shortages, and anything affecting your group and/or the Beds area. Share successes and challenges and reflect on our first ever Eastern Region Good Neighbours Week!



Link for networking meeting is: Join Zoom Meeting

<https://us02web.zoom.us/j/82926721262?pwd=ZmdUaGd4TDFyWmpHVnVOdkoxWVJWUT09>

Meeting ID: 829 2672 1262

Passcode: 818699

11.30am -12.30 Bobby Van

The Bobby Scheme provides a free Home Security service, providing and fitting devices such as new locks, door chains and door viewers free of charge. John Haggerwood from the Bedfordshire Bobby Van Service is here to share with good neighbours, locally and across the region, how to help your vulnerable clients protect themselves better from crime; and the key things you can look out for when visiting a vulnerable person's home to encourage them to make their homes safer and more secure.

This session is suitable not only for Bedfordshire Good Neighbour Groups interested in accessing support available locally but also for groups in the other parts of the region interested in how a Bobby Van scheme might work in their patch if their own police were encouraged to launch a similar service.

Join Zoom Meeting

<https://us02web.zoom.us/j/82926721262?pwd=ZmdUaGd4TDFyWmpHVnVOdkoxWVJWUT09>

Meeting ID: 829 2672 1262

Passcode: 818699

2pm – 3pm Friends against Scams

Vulnerable people are unfortunately more likely to fall victim to scams, whether that be on the doorstep, via post or digitally. This session developed by the Norfolk Awill give you the knowledge and understanding on how to spot a scam and how to report it, giving you the ability to help people in your community to remain safe.

Log on to this session here:

<https://us06web.zoom.us/j/88245165731?pwd=NkFDUTth4Wnhwc1IEUE1lbGJtYXg4dz09>

Meeting ID: 882 4516 5731

Passcode: 970961

Friday 15th October

10am – 11am Are you Really Listening?



Some of us love to talk, but we all like to be heard and to do what interests us, especially in our local community.

This informal session will help you as a Good Neighbour Volunteer develop your active listening skills and link the people you are supporting to their wider community.

You will feel more confident in the knowledge that you: really listen to what people want, understand what their interests are and how you can connect them to local activities and assets.

This session is delivered by the Buddy Up Team from Community Action Suffolk

Please pre-book your place here

<https://crm.communityactionsuffolk.org.uk/civcrm/event/info?id=2310&reset=1>

12pm – 1pm Suffolk Good Neighbours Network Meeting

Informal space for Suffolk GNS to meet and chat. Make your own tea/coffee!

Hosted by Nicky Russell, you will be able to meet with other Suffolk Good Neighbour Volunteers, discuss successes and challenges and reflect on our first ever Good Neighbours Week!

Please pre-book your place here:

<https://crm.communityactionsuffolk.org.uk/civcrm/event/info?id=2311&reset=1>

2pm – 3pm Encouraging Young Good Neighbours

A brief session helping Good Neighbours to map out opportunities in their communities to connect with young people, their families, and young adults who may be interested in volunteering and taking part in community events and activities alongside their local Good Neighbours.

From connecting with your local Scouts and their families to local schools or other youth groups to share community connection, you can help promote and plant the seeds of neighbourliness and community spirit, that could lead to the development of future Good Neighbour volunteers!

Session led by Jane Arkley-Crouch from Scouts UK

No need to pre-book, join the session by following this link

<https://us06web.zoom.us/j/86552920004?pwd=RUU4Y3NmchFBcStJUmQ1TDdwcFpKdz09>

Meeting ID: 865 5292 0004

Passcode: 609923