

Welcome to Lead Scotland



Lead Scotland, Fife Befriending Project.

Lead Scotland is a voluntary organisation, set up in 1979. **Lead Scotland's Fife Befriending project** is a service for adults and older people in Fife who feel isolated, lonely or disconnected, perhaps as a result of disability, ill health or other circumstances. Lead Scotland volunteers will support you to improve your confidence and connect more with your community.

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What could Lead offer you?

- **Up to 4-6 months** support, depending on your needs
- **2-3 hours** per week or fortnight, in your home or out in the community
- **One to one support** from our trained volunteers
- Support to find **practical** ways round barriers
- **Reviews** with your Befriending Co-ordinator to reflect on how things are going
- **Support to exit** Lead Scotland's service

Have a chat to your Befriending Co-ordinator about what you would like to do and which days and times suit you. Perhaps you would like to go for a short walk, go for a tea/coffee in town, find a local activity or simply spend some time having a chat with someone in your own home.

Once your Befriending Co-ordinator knows more about you, your interests and aims, they will match you with a Lead Scotland volunteer. The Co-ordinator will be at the first meeting(s) and will be available on the phone for a chat if you have any questions.

You will be placed on a waiting list if no volunteer is available. Please note that there may be a delay before Lead Scotland can match you with a volunteer. The Co-ordinator will be able to give you an idea of how long it may take.

Expectations and Respect

- Lead staff and volunteers will respect you
- We expect you to respect our staff and volunteers

Please note that Lead Scotland may withdraw the service if we feel that our staff or volunteers are not treated with respect. Please use our complaints leaflet to contact us if you feel you have not been treated with respect.

Lead Scotland's Smoke-free policy

We want to protect all staff, volunteers, learners and visitors from inhaling second-hand smoke.

Staff and volunteers have a right to work/volunteer in a smoke free place.

Please give our staff and volunteers a smoke-free visit in your home by:

- Not smoking during their visit
- Asking other people in the room not to smoke during the visit
- Airing the room before the visit if you can (e.g. by opening a window)

Sources of support are Smokeline 0900 848484, www.hebs.com/tobacco or your local GP surgery.

Improving our services

You may be asked to give your opinions about our services. This may happen during and/or after you leave the Lead Project. We hope the learning from the research will benefit future learners.

Lead Scotland or an independent research company may carry out this survey. If it is an independent research company Lead will provide them with information about the course(s) you were studying, and your name and address, so that they can contact you direct. We would always ask you first if you are happy with this. If Lead Scotland is conducting the research survey, we will contact you direct without passing your details on.

Respecting your personal information

Staff and volunteers will treat your information as private. We store information securely (paper and computer files). Personal information may be shared within Lead Scotland. This will be on a need to know basis to provide effective services.

You have the right to ask to see any information that we keep about you. You may request that it is changed if you think it is inaccurate. The information will be destroyed when it is no longer necessary for us to hold it.

We would ask your permission if we wanted to share any of your personal information outside Lead Scotland. The only exception to this would be if we became aware that you or someone else is at serious risk or is breaking the law. In that case the law says that we would have to share this information.

Our Complaints Policy

Lead Scotland aims to provide a high quality, accessible service. We recognise that there may be times when we fall short of the standards we aim to achieve.

All complaints are taken seriously and will be investigated.

Who can complain? Anyone can make a complaint, whether a learner, a volunteer or an external agency. If you need support, we can provide this (or you may choose someone else to help).

How do I complain? If you are unhappy with our services, you can talk about the problem with a member of staff or the manager of that service. Complaints can often be dealt with by an explanation or apology. We hope that this informal approach will be adequate in most situations.

If you are not satisfied with the informal approach, you can complain to our Director in any format e.g. by letter, email, tape or telephone. Explain what or who you wish to complain about and include any information you feel is relevant.

Please address your complaint to CEO, Lead Scotland, 525 Ferry Road, Edinburgh, EH5 2FF, Tel: 0131 228 9441.

Contact Information:

Fife Befriending Co-ordinator (Adults)

Louise Andrée

Tel. 07950771875

Email: landree@lead.org.uk

Fife Befriending Co-ordinator (Young Carers)

Emma Pauley

Tel. 07775844885

Email: epauley@lead.org.uk

Lead Scotland Head Office

525 Ferry Road

Edinburgh

EH5 2FF

Tel: 0131 228 9441

Email: enquiries@lead.org.uk

Helpline 0800 999 2568

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