NORTH LINCS COMMUNITY SWITCH

Interested in becoming a local co-ordinator for NLCSwitch, Heating Oil?

Find out more about helping your community and saving money

What does a local co-ordinator do?

Once a month, local co-ordinators are asked to collate orders from members in their area and send the information to Humber & Wolds rural Community Council (HWRCC). We will then negotiate the price with the local oil suppliers to agree the cheapest price.

Once the price has been negotiated, the co-ordinators are informed of the oil price and the delivery date(s) to pass on the their members.

There are 3 simple steps:

1. Each month, ask your local members if they want to order oil and how many litres they require. You will have a list of members in your area with contact details so you know who to contact. The majority of communications will be by email, but you will need to take account of those who don't use it. We will provide you with a pack of order forms which can be left in prominent places in the community, i.e. village hall, pub, shops etc.
2. Contact HWRCC before the monthly deadline to tell us how many people want to order oil and how much oil they require. We would expect you to do this by email and will provide a simple spreadsheet for the process.
3. HWRCC will tell you the approximate delivery date, who the supplier is and the price negotiated. You will pass this information to the residents who have ordered oil. The supplier will contact members directly regarding payment and delivery.

Turn over to find out more...

Humber & Wolds Rural Community Council

NORTH LINCOLNSHIRE COUNCIL

www.northlincs.gov.uk

What does a co-ordinator not have to do?

- Negotiate the price of the oil
- Handle any money
- Maintain membership records
- Get involved in problems with oil supplier and customers

How does the co-ordinator benefit?

The local co-ordinator will get FREE membership of the scheme. This gives you the advantage of all the savings with no up-front cost. We also hope that you will find this a rewarding task, doing something useful for your community and help to reduce the carbon footprint of your area.

What kind of person will make a good co-ordinator

No special skills are required, but you must be:

- Reliable
- Able to handle any money
- Well organised
- Have access to and use of a computer and the internet

Even better still:

- Be interested in carbon reduction
- Be part of/known in the local community

What if anything goes wrong?

Firstly, we hope that it won't. The system is very straight forward, so the risk of problems is very small. However, the local co-ordinators are vital - you need to be accurate and reliable in passing information between members and HWRCC.

We will do all we can to avoid mishaps and will take any problems very seriously. We are committed to getting this scheme right, if it isn't, we need members to let us know so we can put it right and avoid it happening again. We will seek feedback quarterly from members to ensure this happens.

Is necessary, we have an established complaints procedure but we hope to resolve issues before this is needed.

Interested in volunteering?

We look forward to welcoming you on-board. We ask that, other than in emergencies, local co-ordinators commit to giving at least three months' notice if they wish to end their role.

It's important that we work closely with co-ordinators to ensure that personal data is kept secure. HWRCC will store and maintain members' records meaning co-ordinators are only expected to collect monthly order forms. Email orders should be stored in a password protected file and paper orders should be stored in a secure location. Collation spreadsheets should also be password protected and emailed this way to HWRCC. Data protection is in everybody's interest and we are here to help, if you have any concerns or technical queries, please just get in touch.

Find out more...

More information can be found on our website, **www.hwrcc.org.uk** If you have any questions, please do not hesitate to contact us either by telephone **(01652) 637700** mobile **07539477046**, or by email **oil@hwrcc.org.uk**

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