



UNIVERSAL
— SOCIETY —

USER MANUAL **HANDBOOK**

Community Support & Service Exchange Platform



CONNECT



SUPPORT



EMPOWER



IMPACT



SAFE
COMMUNITIES



STRONGER
TOGETHER



SUSTAINABLE
CHANGE



BETTER
FUTURES

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SECTION 1

Welcome to Universal Society

Building Stronger Communities Together

Welcome to Universal Society.

We are delighted to welcome you to a growing community of people who believe that stronger neighbourhoods are built when individuals, organisations, businesses, and volunteers work together.

Universal Society has been created to make it easier for people to find support, offer assistance, discover opportunities, and contribute positively to their local communities all through one trusted digital platform.

Whether you are seeking help, volunteering your time, promoting your services, supporting local initiatives, or developing meaningful partnerships, Universal Society provides the tools to help you connect with the people and opportunities that matter most.

Our platform has been designed with simplicity, accessibility, and trust at its core, ensuring that everyone can participate regardless of age, background, or technical ability.

This User Manual has been produced to help you understand every aspect of Universal Society. It explains who we are, how the platform works, how Community Credits operate, and how you can safely and confidently use every feature available. We are excited to have you with us and look forward to seeing the positive impact we can create together.

Welcome to a new way of strengthening communities.

Introduction from the Founder

Thank you for choosing to become part of Universal Society.

Universal Society was established on a simple but powerful belief:

Communities become stronger when people are connected.

Across our towns and cities, many individuals experience loneliness, isolation, and barriers to accessing support. At the same time, thousands of people, organisations, and businesses are willing to help but often struggle to find effective ways to connect with those who need them.

Universal Society exists to bridge that gap.

Our vision is to create a trusted digital community where acts of kindness, volunteering, professional services, and local opportunities are brought together in one accessible platform. Rather than replacing existing organisations, Universal Society strengthens and connects them, creating a collaborative ecosystem where everyone benefits. Through innovative technology, trusted partnerships, and our Community Credits system, we recognise and reward positive community participation while encouraging sustainable social impact.

This platform has been carefully designed to serve everyone—from individuals needing support to volunteers, charities, community organisations, businesses, healthcare providers, educational institutions, and local authorities.

Every feature has been developed with one purpose:

To make communities safer, healthier, more connected, and more resilient.

Thank you for joining us on this journey.
Together, we can create lasting positive change.

Founder
Universal Society

About Universal Society

Universal Society is a technology-enabled Community Interest Company dedicated to improving community wellbeing through digital innovation, collaboration, and trusted local partnerships.

The platform brings together:

- Individuals seeking support
- Volunteers
- Community groups
- Charities
- Local businesses
- Independent service providers
- Healthcare organisations
- Educational institutions
- Employers
- Local authorities
- Emergency support partners

Instead of requiring users to search across numerous websites, organisations, and directories, Universal Society provides one integrated platform where people can:

- Discover services
- Request assistance
- Volunteer
- Attend events
- Earn Community Credits
- Connect with trusted local providers

The platform supports a broad range of community services, including:

- Health and well-being
- Volunteering
- Employment support
- Skills development
- Community events
- Social prescribing
- Practical household assistance
- Mental wellbeing
- Community safety
- Education and training
- Business engagement
- Youth programmes
- Older adult support
- Rehabilitation
- Digital inclusion

Our Mission

Our mission is to reduce loneliness, strengthen communities, and improve quality of life by connecting people, organisations, and businesses through one trusted community platform that encourages participation, collaboration, and shared social value.

Our Vision

Our vision is to become the UK's leading digital community engagement platform, creating stronger, safer, and more connected communities where everyone has the opportunity to contribute, receive support, and improve their wellbeing.

Our Core Values

Our values guide everything we do.

- Community First
- Trust
- Inclusion
- Collaboration
- Innovation
- Respect
- Integrity
- Empowerment
- Sustainability

Our Social Impact

Universal Society has been created to deliver measurable social impact across every community in which it operates through:

- Reducing loneliness
- Improving wellbeing
- Supporting independent living
- Increasing volunteering
- Supporting businesses
- Creating employment opportunities
- Strengthening partnerships
- Rewarding community participation
- Measuring community outcomes

How Universal Society Differs from Other Platforms

Traditional platforms often focus on one service.

Universal Society provides one integrated ecosystem featuring:

- Trusted verification
- Community Credits
- AI-assisted recommendations
- Volunteer management
- Business collaboration
- Secure messaging
- Accessibility
- Measurable social impact

Looking Ahead

Now that you understand who we are and why Universal Society exists, the next section explains:

- How the platform works
- The different types of users who can join
- How each person plays an important role within the Universal Society ecosystem

SECTION 2

Understanding Universal Society

Connecting People, Services, and Communities

Universal Society is much more than a digital platform. It is a community movement that combines people, technology, and local partnerships to help create stronger, healthier, and more connected communities.

This section explains:

- Why Universal Society exists
- The problems it aims to solve
- How does it support different groups within society
- How technology and Community Credits work together to create a sustainable ecosystem where everyone can contribute and benefit

What Universal Society Is

Universal Society is a technology-enabled Community Support and Service Exchange Platform that connects people with local services, volunteers, organisations, businesses, and opportunities through one simple and trusted digital ecosystem.

Members can:

- Request help
- Offer support
- Find trusted service providers
- Discover community activities
- Volunteer within their community
- Access wellbeing resources
- Build social connections
- Earn Community Credits
- Spend Community Credits on services and rewards

Unlike many traditional platforms that focus on one specific service, Universal Society brings multiple community services together into one secure, easy-to-use environment.

The platform has been designed to support people of all ages, backgrounds, and abilities, creating an inclusive community where everyone has something valuable to contribute.

Why Universal Society Was Created

Communities across the UK face increasing social challenges.

Many people experience loneliness, isolation, unemployment, poor mental well-being, lack of confidence, limited social interaction, and difficulty accessing reliable local support.

At the same time, thousands of volunteers, charities, businesses, and community organisations are actively looking for meaningful ways to help, but often struggle to connect with those who need support.

Universal Society was created to bridge this gap.

Its purpose is to remove barriers by creating a trusted digital platform where support can be requested, offered, and coordinated efficiently.

Rather than replacing existing organisations, Universal Society strengthens and connects them, creating a collaborative network that benefits individuals, communities, and local economies.

Problem Universal Society Solves

Loneliness and Social Isolation

Millions of people experience loneliness every day. Universal Society encourages meaningful human connections by helping members find:

- Local groups
- Social events
- Volunteer companions
- Community activities
- Shared interests
- Befriending services

Difficulty Finding Local Support

Many residents simply do not know what help is available nearby.

Universal Society provides one searchable location where trusted support can be found quickly.

This includes:

- Practical assistance
- Health and well-being services
- Community organisations
- Local businesses
- Volunteers
- Professional services

Lack of Community Engagement

Communities become stronger when people actively participate.

Universal Society encourages people to become involved through:

- Volunteering
- Community events
- Community projects
- Local initiatives

Volunteer Recruitment Challenges

Many organisations struggle to recruit and retain volunteers.

Universal Society helps volunteers discover opportunities that match their interests, skills, and availability while enabling organisations to connect with willing participants more efficiently.

Barriers to Employment

Many individuals need experience, confidence, and references before securing employment.

Universal Society supports employability by helping members:

- Gain practical experience
- Develop transferable skills
- Build confidence
- Earn recognition
- Strengthen CVs through verified participation

Limited Support for Vulnerable Individuals

People who are elderly, disabled, recovering from illness, recently bereaved, or otherwise vulnerable often require practical support but may not know where to turn.

Universal Society helps connect these individuals with trusted volunteers, community organisations, and verified service providers.

Supporting Local Businesses

Small businesses often struggle to reach local customers despite offering valuable services.

Universal Society increases visibility for verified businesses while encouraging local spending within communities.

Businesses also become active contributors to community wellbeing through participation in the Community Credits ecosystem.

Who Universal Society Supports

Individual Members

Residents looking for:

- Community activities
- Practical support
- Social connections
- Trusted services
- Volunteering opportunities
- Local events
- Wellbeing resources

Volunteers

People wishing to give their time, knowledge, or skills while receiving recognition through Community Credits.

Service Providers

Independent professionals who provide trusted services through the platform, including:

- Home maintenance
- Cleaning
- Gardening
- Personal care
- Wellbeing
- Education
- Digital support
- Fitness
- Trades
- Professional services

Businesses

Local businesses can:

- Promote their services
- Accept Community Credits (where applicable)
- Offer discounts and rewards
- Participate in community initiatives
- Increase customer engagement
- Demonstrate social responsibility

Charities and Community Organisations

Community organisations can:

- Promote projects
- Recruit volunteers

- Advertise events
- Connect with residents
- Collaborate with partners
- Measure community impact

Public Sector Partners

Universal Society supports collaboration with:

- Local authorities
- Health organisations
- Housing providers
- Education providers
- Community safety partnerships
- Employment programmes

These partnerships help improve service delivery while strengthening local communities.

Community-First Philosophy

Everything within Universal Society has been designed around one guiding principle:

People come first.

Technology exists to support human relationships, not replace them.

Our Core Principles:

- Trust
- Inclusion
- Kindness
- Collaboration
- Respect
- Accessibility
- Equality
- Community resilience

Universal Society believes every person has something valuable to contribute, whether through time, knowledge, skills, or lived experience. Members are encouraged not only to receive support but also to support others whenever they are able, creating a cycle of mutual benefit that strengthens the whole community.

Technology-Enabled Support

Universal Society uses modern digital technology to make community support easier, safer, and more accessible.

Technology enables the platform to:

- Connect users instantly
- Match people with relevant services
- Verify trusted providers
- Manage bookings
- Track volunteering activity
- Record Community Credits
- Send reminders and notifications
- Improve safeguarding
- Reduce administrative work
- Generate community insights

This allows organisations and volunteers to spend more time helping people and less time managing paperwork.

AI-Assisted Future Development

Artificial Intelligence (AI) will play an increasingly important role in the future development of Universal Society.

AI is intended to enhance the user experience while always supporting, not replacing, human decision-making.

Planned AI capabilities include:

- Intelligent service recommendations
- Personalised activity suggestions
- Volunteer matching
- Community needs analysis
- Automated appointment reminders
- Accessibility support
- Translation into multiple languages
- Voice-assisted navigation
- Smart wellbeing check-ins
- Fraud detection and safeguarding alerts
- Predictive demand forecasting
- Community impact reporting

AI will be developed responsibly, with a strong commitment to privacy, fairness, transparency, and ethical use.

Users will remain in control of their personal information, and AI features will always operate in accordance with applicable UK data protection and safeguarding requirements.

How Community Credits Encourage Participation

Community Credits are one of the defining features of Universal Society.

Rather than rewarding only financial transactions, Community Credits recognise positive contributions that strengthen communities.

Members can earn credits by participating in approved activities, such as:

- Volunteering
- Helping neighbours
- Attending community events
- Supporting local initiatives
- Completing learning programmes
- Participating in wellbeing activities
- Mentoring others
- Providing approved services

Credits can then be redeemed, subject to platform rules, for benefits such as:

- Discounts from participating businesses
- Community activities
- Events
- Training opportunities
- Wellbeing services
- Platform rewards
- Approved services

The Community Credits system encourages ongoing participation by recognising that time, kindness, and community involvement have genuine value.

This creates a sustainable cycle in which individuals, businesses, charities, and community organisations all contribute to and benefit from a stronger local community.

Universal Society at a Glance

Universal Society combines community values with modern technology to create a connected ecosystem where everyone has the opportunity to contribute, receive support, and make a positive difference.

By bringing together residents, volunteers, businesses, charities, service providers, and public sector organisations within one trusted platform, Universal

Society aims to create healthier, more resilient, and more inclusive communities where collaboration becomes the foundation for lasting social impact.

As you continue through this manual, you will learn how to create your account, navigate the platform, use its features safely, and begin participating in the Universal Society community.

SECTION 3

The Universal Society Ecosystem

Bringing Communities Together Through One Connected Platform

Universal Society is much more than an app. It is an intelligent community ecosystem that connects people, organisations, businesses, and public services into one trusted digital network.

Rather than operating as separate organisations, every participant contributes towards strengthening local communities through one secure platform.

At the centre of everything is the Universal Society Platform, supported by AI, community management, and a Community Credits economy.

Ecosystem Overview

Every user type contributes differently while benefiting from the same platform.

3.2 Platform Architecture

Platform Architecture

The entire ecosystem is cloud-based, allowing every participant to interact securely in real time

3.3 Member Journey

Member Journey



Members remain at the centre of the platform.

They receive support while simultaneously contributing back into their communities whenever possible.

3.4 Volunteer Journey

Volunteer Journey



Each completed activity strengthens the volunteer's trusted profile.

Section Summary

The Universal Society ecosystem is designed as an interconnected community network in which every participant contributes to and benefits from collective social impact.

Members access support and opportunities, volunteers contribute their time and skills, service providers deliver trusted services, businesses stimulate the local economy, community partners coordinate activities, councils and the NHS facilitate referrals and strategic support, sponsors invest in measurable community outcomes, and Community Credits reward participation.

At the centre of this ecosystem, the Universal Society Platform, supported by AI and robust administration, connects every stakeholder into a single, secure, scalable, and self-reinforcing community network.

SECTION 4

Platform Overview

Simple • Secure • Accessible

The Universal Society platform has been designed to be simple, intuitive, and accessible for people of all ages and abilities.

Every feature has been created to help people connect, support one another, access trusted services, and strengthen local communities through one secure digital platform.

This section explains each major platform feature, including:

- Purpose
- Who can access it
- How it works
- Benefits
- Screenshot location
- Helpful tips
- Feature icon

Dashboard

Purpose

The Dashboard is the main home screen of Universal Society. It provides an overview of everything happening within your account and community.

Who Can Access It?

Members, Volunteers, Service Providers, Businesses, Community Partners, and Administrators.

How It Works

Displays personalised widgets including:

- Welcome message
- Recent activity
- Messages
- Community Credits
- Events
- Support requests
- Recommendations
- Notifications
- Quick shortcuts

Benefits:

- Everything in one place
- Personalised information
- Quick navigation

 **Screenshot:** *Insert Dashboard Screenshot*

Tip: Pin your favourite shortcuts and check notifications daily.

Profile

Purpose

Represents your identity within Universal Society.

Who Can Access It?

All registered users.

How It Works

Displays:

- Personal profile
- Skills
- Interests
- Qualifications
- Verification badges
- Reviews
- Achievements

Business profiles also include company details.

Benefits

- Builds trust
- Improves visibility
- Better user matching

 **Screenshot:** *Insert Profile Screenshot*

Tip: Keep your profile complete and up to date.

Search

Purpose

Find people, services, organisations, events, and opportunities.

Who Can Access It?

Everyone.

How It Works

Search using filters such as:

- Distance
- Category
- Availability
- Rating

Benefits

- Saves time
- Improves local connections

 **Screenshot:** *Insert Search Screenshot*

Tip: Use filters to refine your results.

Community Support

Purpose

Request or offer community help.

Who Can Access It?

Members, Volunteers, Community Partners, and Verified Service Providers.

How It Works

1. Create a request
2. Match with a suitable helper
3. Complete the activity
4. Receive Community Credits
5. Leave or receive reviews

Benefits

- Safe support
- Trusted connections
- Community-focused assistance

 **Screenshot:** *Insert Community Support Screenshot*

Tip: Provide accurate request information to receive better matches.

Messaging

Purpose

Secure private communication between users.

Benefits

- Easy coordination
- Secure conversations

 **Screenshot:** *Insert Messaging Screenshot*

Tip: Never share sensitive financial information.

Reviews

Purpose

Provide honest feedback and ratings.

Benefits

- Builds trust
- Encourages accountability

 **Screenshot:** *Insert Reviews Screenshot*

Tip: Leave fair and constructive feedback.

Community Credits Wallet

Purpose

View, earn, and redeem Community Credits.

Benefits

- Rewards participation
- Supports local businesses

 **Screenshot:** *Insert Community Credits Wallet Screenshot*

Tip: Check your balance regularly.

Events

Purpose

Discover community events.

 **Screenshot:** *Insert Events Screenshot*

Tip: Book early to secure your place. Noticeboard

Purpose

View community announcements and news.

 **Screenshot:** *Insert Noticeboard Screenshot*

Tip: Check the noticeboard daily for updates.

Marketplace

Purpose

Buy, sell, exchange, and donate within the community.

 **Screenshot:** *Insert Marketplace Screenshot*

Tip: Use verified sellers whenever possible.

Community Gallery

Purpose

Share community achievements and memorable moments.

 **Screenshot:** *Insert Community Gallery Screenshot*

 **Tip:** Upload only authorised images.

Settings

Purpose

Manage account preferences, privacy, and security.

 **Screenshot:** *Insert Settings Screenshot*

Tip: Enable two-factor authentication for added security.

Notifications

Purpose

Stay informed about messages, requests, rewards, and platform updates.

 **Screenshot:** *Insert Notifications Screenshot*

Tip: Customise your notification preferences.

Help Centre

Purpose

Access FAQs, user guides, and support resources.

 **Screenshot:** *Insert Help Centre Screenshot*

 **Tip:** Search the Help Centre before contacting support.

Feature Summary

The Universal Society platform includes the following core features:

- Dashboard
- Profile
- Search
- Community Support
- Messaging
- Reviews
- Community Credits Wallet
- Events
- Noticeboard
- Marketplace
- Community Gallery
- Settings
- Notifications
- Help Centre

SECTION 5

Getting Started

Professional User Manual

Step-by-Step Onboarding Guide

Getting Started Journey



Step 1: Registration

How It Works

Purpose

Create your account using your name, email, phone number, and a secure password.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

 **Screenshot Placeholder – Registration Screen**

Step 2: Identity Verification

How It Works

Purpose

Upload a government-issued ID and complete the selfie verification.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Identity Verification

Step 3: Email Verification

How It Works

Purpose

Open the verification email and select the verification link.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Email Verification

Step 4: Phone Verification

How It Works

Purpose

Enter the 6-digit SMS code.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Phone Verification

Step 5: Creating Your Profile

How It Works

Purpose

Add your biography, skills, qualifications, and profile photo.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Profile Creation

Step 6: Uploading Documents

How It Works

Purpose

Upload DBS, insurance, qualifications, or business documents where applicable.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Document Upload

Step 7: Choosing Interests

How It Works

Purpose

Select interests to personalise your experience.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Interests

Step 8: Setting Availability

How It Works

Purpose

Choose your available days and times.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Availability

Step 9: Privacy Settings

How It Works

Purpose

Control your profile visibility, messaging preferences, and notifications.

Tips

Follow the on-screen instructions and complete all mandatory fields.

Flow

Start → Complete Step → Confirm → Continue

Screenshot

Screenshot Placeholder – Privacy Settings

Insert application screenshot here.

Quick Start Checklist

- ☐ Register
- ☐ Verify Email
- ☐ Verify Phone
- ☐ Verify Identity
- ☐ Create Profile
- ☐ Upload Documents
- ☐ Choose Interests
- ☐ Set Availability
- ☐ Configure Privacy

SECTION 6

Creating Your Profile

Build Your Trusted Universal Society Profile

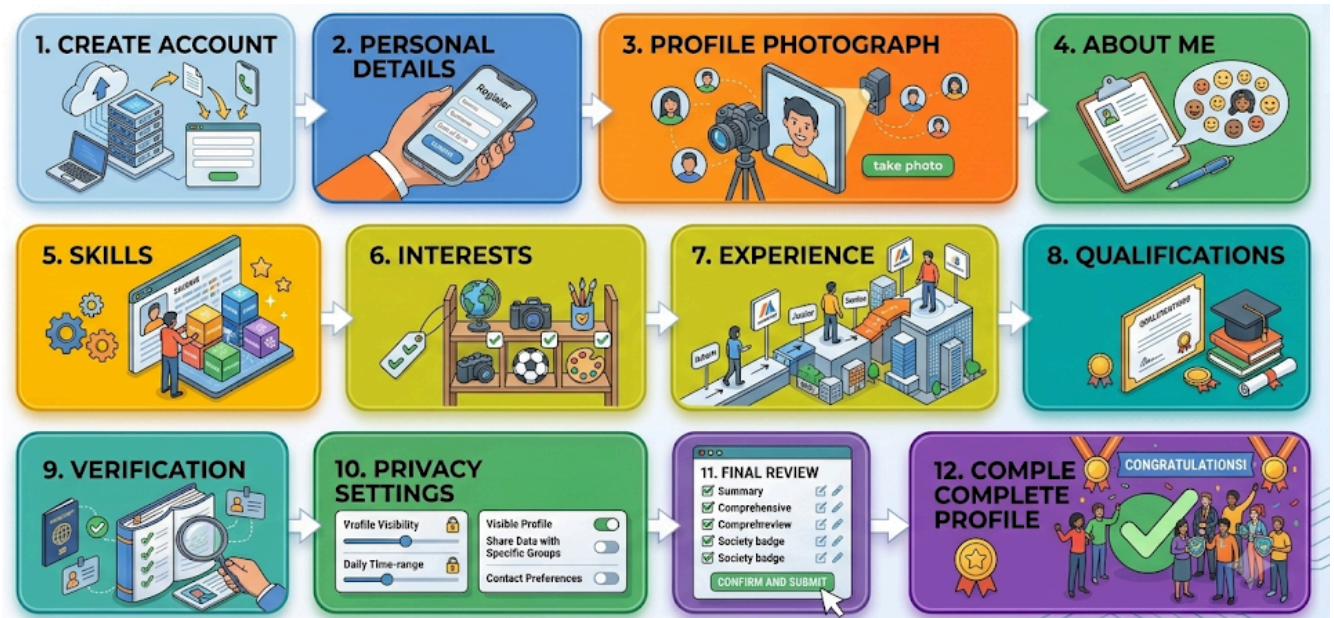
Your Universal Society profile is your digital identity within the community. It tells other members who you are, what you can offer, what support you need, and helps build trust across the platform.

A complete profile allows you to:

- Connect with local people
- Access volunteering opportunities
- Offer professional services
- Join community programmes
- Earn Community Credits
- Build your reputation
- Receive personalised recommendations
- Increase profile visibility in search results

Think of your profile as your community CV.

Profile Completion Journey



Why Completing Your Profile Matters

- Greater trust
- Better visibility
- More volunteering invitations
- More service requests
- Higher search ranking
- Improved AI recommendations
- Community reputation
- Increased Community Credits opportunities

Your Profile Dashboard

Insert Full Page Screenshot Here

Add Your Personal Information

Select **My Profile**, then select **Edit Profile** and complete the following information:

- First name
- Last name
- Preferred name
- Profile photo
- Date of birth
- Gender (optional)
- Address
- Postcode
- Telephone
- Email

Uploading Your Profile Photo

Select **Change Photo**, then choose either **Camera** or **Photo Library**.

Accepted Formats:

- JPG
- PNG
- HEIC

Maximum file size: 10 MB

Good Profile Photos

- Clear face
- Good lighting
- Neutral background
- Friendly expression
- Recent photograph

Avoid

- Group photos
- Logos
- Pets
- Avatars
- Sunglasses
- Low-resolution images

Writing Your Profile

The About Me section helps other members understand who you are.

Include:

- Who you are
- Your interests
- Hobbies
- Experience
- What you enjoy helping with
- Why you joined Universal Society

Example

Hello, my name is Sarah...

Tips

- Be genuine
- Be positive
- Keep it simple
- Avoid sensitive information
- Write between 100–300 words

Adding Your Skills

Examples include:

- Healthcare
- Driving
- DIY
- Cooking
- Cleaning
- Teaching
- Childcare
- Gardening
- IT Support
- Graphic Design
- Administration
- Counselling
- Translation
- Languages
- Music

- Photography
- Sports Coaching
- Mental Health Support
- First Aid
- Shopping Assistance
- Pet Care
- Home Maintenance
- Painting & Decorating
- Car Repairs
- Hairdressing
- Public Speaking
- Bookkeeping
- Social Media
- Construction
- Event Planning
- Community Outreach
- Fundraising
- Mentoring

Skill Levels

- Beginner
- Intermediate
- Advanced
- Professional
- Qualified
- Expert
- Volunteer Experience

Uploading Qualifications

Upload:

- Degrees
- NVQs
- Diplomas
- Memberships
- Trade qualifications
- Teaching certificates
- First Aid certificates
- Food Hygiene certificates
- Care qualifications
- Safeguarding certificates
- Driving licences

Benefits

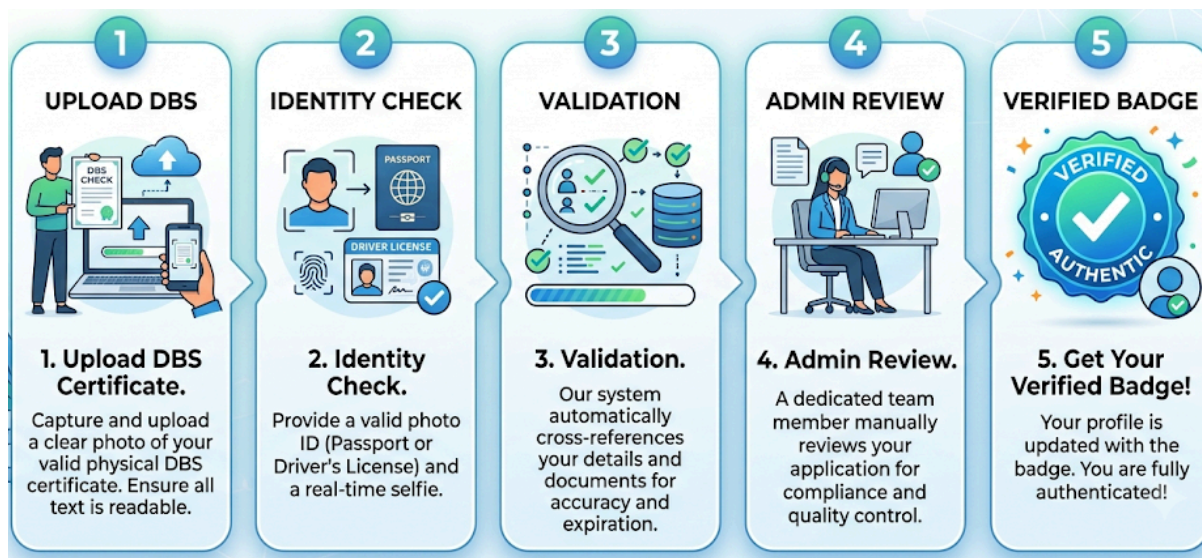
- Verification
- Trust
- Access to restricted opportunities
- Profile badges
- Higher search ranking
- Improved reputation

DBS Verification

Applicable Roles

- Community Companion
- Healthcare Volunteer
- Youth Worker
- Support Worker
- Home Visits
- School Programmes
- Community Mentor
- Safeguarding Roles

Verification Process



Status

- Verified
- Pending
- Expired
- Not Submitted

Business Verification

Upload:

- Company registration
- Insurance
- Memberships
- Business address
- VAT details
- Liability insurance
- Certifications

Benefits:

- Verified Business badge
- Higher search ranking
- Better recommendations
- Marketplace access
- Increased customer confidence

Adding Experience

Include:

- Employment
- Volunteering
- Community projects
- Professional work
- Life experience
- Training
- Achievements

Interests

Examples include:

- Health & Wellbeing
- Fitness
- Walking
- Reading
- Cooking
- Technology
- Education
- Community Events
- Arts
- Music
- Nature
- Sports
- Photography
- Travel

- Volunteering
- Mental Health
- Parenting
- Animals
- Business
- Entrepreneurship
- Employment
- Training
- Local History
- Gardening
- Crafts
- Food
- Culture
- Faith Groups
- Charity Work

Profile Badges

- Identity Verified
- DBS Verified
- Qualified Professional
- Verified Business
- Volunteer
- Community Champion
- Trusted Member
- Top Rated
- Mentor
- Community Supporter
- Event Organiser
- Active Member
- Positive Reviews
- Top Contributor

Reputation Score

Activity Points

Identity Verified — **+50**
Profile Completed — **+50**
DBS Verified — **+100**
Qualification Verified — **+75**
Positive Review — **+10**
Community Event — **+5**
Volunteering — **+20**
Business Verification — **+75**
Community Credits — **Variable**
Reports / Missed Commitments — **Negative**

Member Levels

- Community Leader
- Trusted Member
- Established Member
- Developing Member
- New Member

AI Profile Matching

Matches users based on:

- Skills
- Interests
- Location
- Availability
- Experience
- Qualifications
- Reputation
- Community Credits

Privacy Controls

Choose the visibility of your:

- Profile photo
- Qualifications
- Contact information
- Reviews
- Experience
- Community Credits
- Reputation score
- Availability

Profile Completion Checklist

- ☐ Personal Information
- ☐ Profile Photo
- ☐ About Me
- ☐ Skills Added
- ☐ Interests Selected
- ☐ Experience Added
- ☐ Qualifications Uploaded
- ☐ Identity Verified
- ☐ DBS Uploaded
- ☐ Business Verified
- ☐ Privacy Settings Reviewed
- ☐ Profile Complete

Best Practice Tips

- Complete every section.
- Keep your information current.
- Add new qualifications as you earn them.
- Respond promptly to verification requests.
- Build your reputation through active participation.
- Review and update your profile regularly.

SECTION 7

Verification Levels

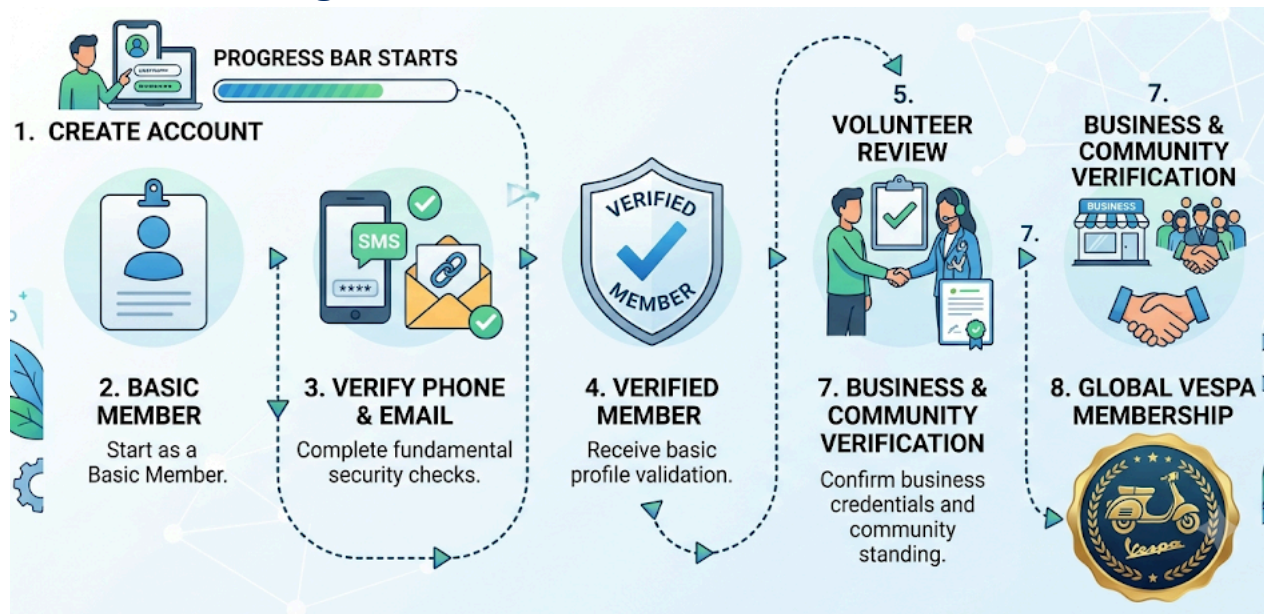
Building a Trusted Community

Universal Society is built on trust, safety, and transparency.

Verification helps users:

- Know who they are interacting with.
- Identify trusted volunteers.
- Book verified professionals.
- Recognise legitimate businesses.
- Protect vulnerable users.
- Reduce fraud.
- Improve safeguarding.

Verification Progression



Verification Badge System

Basic Member – Standard

Verified Member – Trusted

Verified Volunteer – Enhanced

Verified Service Provider – Professional

Verified Business – Commercial

Community Partner – Strategic

VESPA Status – Elite

1. Basic Member

Badge: Basic Member

Every new user begins as a Basic Member.

Registration Requirements

- Email address
- Mobile number
- Password
- Acceptance of Terms
- Basic profile

Can:

- ✓ Browse services
- ✓ Search the platform
- ✓ Message users
- ✓ Request support
- ✓ Earn Community Credits

Cannot:

- ✗ Volunteer
- ✗ Offer regulated services
- ✗ Access restricted opportunities
- ✗ Display trusted badges

Example

Basic Member

John Smith

Community Member

Identity Not Yet Verified

2. Verified Member

Badge: Verified Member

Verification Includes

- Government ID
- Address verification
- Email verification
- Mobile verification
- Selfie match

Benefits

- Higher profile visibility
- Greater trust
- More booking opportunities
- Eligibility for volunteering
- Improved reputation score

Example

Verified Member

John Smith

Identity Confirmed

Email Verified

Phone Verified

3. Verified Volunteer

Badge: Verified Volunteer

Additional Checks

- Identity verified
- Volunteer induction
- Safeguarding training
- Emergency contacts
- DBS (where applicable)
- Volunteer Agreement

Activities

- Companionship
- Shopping assistance
- Digital support
- Telephone befriending
- Community events
- Wellbeing visits
- Transport assistance
- Environmental projects

Benefits

- Volunteer opportunities
- Community Credits
- Volunteer recognition
- Priority event invitations
- Volunteer awards
- Higher trust score

Example

Verified Volunteer

John Smith

Volunteer Since: June 2026

Community Credits: 4,820

4. Verified Service Provider

Badge: Verified Service Provider

Examples

- Electricians
- Gardeners
- Tutors
- Care workers
- Sports therapists
- Plumbers
- Drivers
- Cleaners
- Decorators
- Dog walkers
- Personal trainers

Requirements

- Identity
- Qualifications
- Insurance
- Professional memberships
- Enhanced DBS (where relevant)
- References
- Bank details

Benefits

- Appear in search
- Receive bookings
- Reviews
- Payments
- Reputation
- Community Credits

Example

Verified Service Provider

Professional Status: Verified

Insurance Valid

DBS Verified

5. Verified Business

Badge: Verified Business

Verification

- Company registration
- Business insurance
- VAT (where applicable)
- Trading address
- Business owner verification
- Professional licences
- Bank verification

Business Features

- Marketplace
- Discounts
- Sponsorship
- Job listings
- Events
- Community Credit rewards
- Offers
- Advertising

Example

Verified Business

ABC Plumbing Ltd

Registered Business

Verified Sponsor

6. Community Partner

Badge: Community Partner

Examples

- Local Authorities
- Housing Associations
- Charities
- Schools
- NHS organisations
- Emergency services
- Faith groups

- Universities
- Community centres
- Social enterprises

Benefits

- Organisation profile
- Programme management
- Volunteer management
- Events
- Community funding
- Safeguarding dashboard
- Impact reporting
- Priority support

Example

Community Partner

Croydon Community Trust
Official Partner

7. VESPA Status

Badge: VESPA VERIFIED

Verification • Excellence • Safeguarding • Professionalism • Accountability

Benefits

- Highest trust
- Priority visibility
- Featured search
- Advisory opportunities
- Early feature access
- Ambassador eligibility
- Enhanced Community Credits
- Hall of Trust recognition

Example

VESPA VERIFIED

★★★★★

Safeguarding: Excellent

Community Contribution: Outstanding

How to Upgrade

1. Complete your profile.
2. Verify your email and mobile number.
3. Upload your identity documents.
4. Submit proof of address.
5. Upload role-specific documentation.
6. Accept the relevant agreements.

7. Await review.
8. Receive your upgraded badge.

Verification Best Practices

- Keep your documentation current.
- Renew your DBS and insurance when required.
- Maintain professionalism.
- Respond promptly.
- Follow safeguarding guidance.
- Build a positive reputation.

SECTION 8

Using Universal Society

Everyday Guide to Using the Platform

Introduction

Now that your profile has been created and verified, you're ready to begin using Universal Society.

Whether you need support, want to help others, offer professional services, volunteer in your community, or connect with local organisations, Universal Society makes the entire process simple, safe, and secure.

This section explains every major activity available within the platform.

Each walkthrough includes:

- Purpose
- Step-by-step instructions
- Example scenario
- Safety advice
- Helpful tips
- Screenshot locations

The Universal Society Journey



Finding Help

Tap **Search** and then enter keywords for the help you are looking for such as:

- Gardener
- Dog Walker
- Electrician
- Volunteer
- Companion
- Carer
- Counselling
- Food Bank

You can also apply filters including:

- Distance
- Availability
- Price
- Verified Only
- DBS Checked
- Community Partner
- Business
- Volunteer
- Rating
- Accessibility

There is also the option to browse listings showing:

- Profile
- Badges
- Reviews
- Community Credits
- Availability

Open a profile and tap **Request Help** or **Book Service**.

Search Screen -Filters Highlighted -Insert application screenshot here.

Example

Sarah searches for a Prescription Collection within five miles and sends a request.

Tips

- Read reviews.
- Choose verified users.
- Check availability before sending a request.

Offering Help

Tap the **Offer Help**, then choose one of the following:

- Volunteer
- Professional Service
- Community Support
- Emergency Help
- Business Service

Describe:

- Your offer
- Skills
- Availability
- Travel distance
- Community Credits accepted

Publish your offer.

Insert Screenshot - Offer Help Page -Insert application screenshot here.

Booking Services

Open a **Verified Service Provider** profile and tap **Book Service**.

Complete the booking by selecting:

- Date
- Time
- Duration
- Location

There will be an option to add any notes if required.

Then review the following:

- Price
- Travel costs
- Community Credits
- Cancellation policy

Confirm your booking.

Screenshot - Booking Confirmation Page - Insert application screenshot here.

Accepting Requests

Open the **Notifications** to review the request details.

Choose one of the following:

- Accept
- Decline
- Suggest Another Time

Accepted requests enable secure messaging.

Screenshot - accepted request notification - insert application screenshot here

Cancelling & Rescheduling

Open **My Requests** and select **Cancel Request**, you will then choose a cancellation reason.

To reschedule:

- Tap Reschedule
- Select a new date and time
- Send an optional message

The other user can:

- Accept
- Decline
- Suggest an Alternative

Screenshot - Cancel & Reschedule Screens -Insert application screenshot here.

Messaging

Use secure in-app messaging for:

- Text messages
- Photos
- Documents
- Locations
- Voice notes

Safety Advice

- Never share passwords.
- Never share PINs.
- Never share bank details.
- Report suspicious behaviour immediately.

Screenshot- Messaging Screen - *Insert application screenshot here.*

Reviews & Ratings

Leave ratings for:

- Communication
- Reliability
- Professionalism
- Friendliness
- Value

Positive reviews improve your Reputation Score and profile visibility.

Screenshot - Leave Review Screen - *Insert application screenshot here.*

Reporting Problems

Use **Report Problem** to report:

- Spam
- Harassment
- Fraud
- Fake profiles
- Payment issues
- Poor service

Include evidence where possible.

Screenshot - Report Problem Screen - *Insert application screenshot here.*

Escalating Safeguarding Concerns

Use **Report Safeguarding Concern** for:

- Abuse
- Neglect
- Exploitation
- Immediate risk

Complete the safeguarding form using factual information.

The Safeguarding Team reviews, investigates, and escalates concerns where appropriate.

Best Practice

- Keep your profile up to date.
- Communicate respectfully.
- Arrive on time.
- Leave honest reviews.
- Use secure messaging.
- Report unsafe behaviour.
- Respect privacy.
- Complete verification.
- Use Community Credits responsibly.

End of Section Summary

- Find help quickly.
- Offer support.
- Book and manage services.
- Accept, decline, cancel, and reschedule requests.
- Use secure messaging.
- Leave reviews.
- Report problems.
- Escalate safeguarding concerns appropriately.

SECTION 9

User Journeys

Understanding How Users Interact with Universal Society

Introduction

This section explains how each type of user interacts with the Universal Society platform from registration through ongoing participation.

The user journeys help members understand their responsibilities, the system processes behind each action, and how different groups connect to create a safe, trusted, and collaborative community.

1. Member Journey

Overview

The flowchart for this journey illustrates each major step from onboarding to ongoing engagement, showing decision points, system actions, and expected outcomes.

Journey

Register and verify an account using email, phone, and identity verification.

↓

Create a personal profile, including skills, interests, and availability.

↓

Search for support, activities, services, and community opportunities.

↓

Book services or request assistance.

↓

Communicate securely through in-app messaging.

↓

Attend appointments or participate in activities.

↓

Leave reviews, earn Community Credits where applicable, and continue engaging.

2. Volunteer Journey

Overview

The flowchart for this journey illustrates each major step from onboarding to ongoing engagement, showing decision points, system actions, and expected outcomes.

Journey

Register as a volunteer.



Complete your volunteer profile.



Submit safeguarding or DBS documentation where required.



Browse volunteering opportunities.



Accept assignments.



Deliver support.



Record completed activities.



Receive recognition, build your reputation, and earn Community Credits.

3. Business Journey

Overview

The flowchart for this journey illustrates each major step from onboarding to ongoing engagement, showing decision points, system actions, and expected outcomes.

Journey

Create a business account.



Complete business verification.



Publish products, services, or offers.



Accept bookings.



Provide services.



Receive payment and/or Community Credits.



Build your reputation through reviews.

4. Council Journey

Overview

The flowchart for this journey illustrates each major step from onboarding to ongoing engagement, showing decision points, system actions, and expected outcomes.

Journey

Register an organisational account.



Verify authority details.



Publish community initiatives.



Connect with members, volunteers, and partners.



Monitor outcomes and community impact.

5. Service Provider Journey

Overview

The flowchart for this journey illustrates each major step from onboarding to ongoing engagement, showing decision points, system actions, and expected outcomes.

Journey

Register a provider account.



Upload qualifications, insurance, and verification documents.



Create service listings.



Receive requests and bookings.



Deliver professional services.



Receive ratings and grow your reputation.

6. Community Partner Journey

Overview

The flowchart for this journey illustrates each major step from onboarding to ongoing engagement, showing decision points, system actions, and expected outcomes.

Journey

Apply as an approved partner.



Create an organisation profile.



Share programmes, referrals, and opportunities.



Collaborate with stakeholders.



Track impact and report outcomes.

7. Administrator Journey

Overview

The flowchart for this journey illustrates each major step from onboarding to ongoing engagement, showing decision points, system actions, and expected outcomes.

Journey

Access the secure administration portal.



Review users and verification requests.



Moderate content and investigate reports.



Manage Community Credits and platform settings.



Analyse reports and improve platform performance.

Benefits of User Journeys

- Provides a consistent experience for every user.
- Improves understanding of platform processes.
- Supports transparency and accountability.
- Highlights verification and safeguarding requirements.
- Encourages collaboration across the Universal Society ecosystem.
- Reduces confusion and improves successful task completion.

SECTION 10

Community Credits

Rewarding Positive Community Participation

10.1 Introduction

Community Credits are Universal Society's digital reward system.

They recognise and reward positive participation throughout the platform.

Rather than simply paying money for every interaction, Universal Society encourages people to contribute to their local community by rewarding valuable activities with Community Credits.

Credits can then be exchanged for discounts, services, activities, and other approved benefits within the Universal Society ecosystem.

The Community Credits System Has Been Designed To:

- Encourage volunteering
- Reward kindness
- Support local businesses
- Improve community wellbeing
- Increase engagement
- Create sustainable local economies
- Recognise contributions fairly

Community Credit Principles

Every credit earned represents a positive community impact.

Community Credits are:

- Secure
- Traceable
- Non-transferable unless authorised
- Protected against fraud
- Earned through verified activity
- Automatically recorded

Community Credit Ecosystem

Volunteer Activity



Community Credits Earned



Stored in Digital Wallet



Spend Credits Save Credits



Businesses Community Services



Community Benefits

(Insert Community Credit Ecosystem Diagram Here)

10.2 What Are Community Credits?

Community Credits are digital reward points issued by Universal Society.

They are not cash, have no monetary value outside the platform, and can only be used with approved services and partners.

10.3 Credit Wallet

Every registered member automatically receives a secure Community Credit Wallet.

The wallet records:

- Current balance
- Pending credits
- Expiring credits
- Lifetime credits earned
- Lifetime credits spent
- Transaction history
- Achievements
- Bonus credits

Screenshot Placeholder – Community Credit Wallet -Insert application screenshot here.

10.4 Credit History

Every transaction is permanently recorded, including:

- Date
- Activity
- Credits earned
- Credits spent
- Current balance

- Verification status
- Reference number

 **Screenshot Placeholder – Credit History** -Insert application screenshot here.

10.5 How Credits Are Earned

Community Credits are awarded for verified participation, including:

- Volunteering
- Helping neighbours
- Attending wellbeing sessions
- Community projects
- Environmental activities
- Training programmes
- Business sponsorship
- Approved referrals

10.6 Bonus Credits

Bonus Community Credits may be awarded for exceptional participation, including:

- Volunteer Champion Awards
- Community Hero Awards
- Seasonal campaigns
- Recruitment drives

10.7 How Credits Are Spent

Community Credits may be redeemed for:

- Services
- Marketplace purchases
- Fitness memberships
- Cafés
- Transport discounts
- Community events
- Training
- Approved partner offers

10.8 Credit Expiry

Example Policy

Credits remain valid for 24 months. The oldest credits are used first.

Members receive automatic reminders:

- 90 days before expiry
- 30 days before expiry
- 7 days before expiry
- 1 day before expiry

10.9 Credit Deductions

Credits may be deducted for:

- Cancelled bookings
- Fraud
- Duplicate rewards
- Safeguarding breaches
- Refunded rewards
- Administrative corrections

10.10 Negative Balance Protection

Users cannot normally spend more Community Credits than they currently own.

10.11 Business Sponsored Credits

Approved business partners may reward members through:

- Promotions
- Campaigns
- Sponsored offers

10.12 Community Credit Levels

Level	Credits Required
Bronze	0 - 999
Silver	1000 - 4999
Gold	5000 - 14999
Platinum	15000 - 29999
Diamond	30000+

10.13 Worked Examples

Volunteer Activity

2 Hours × 100 Credits = 200 Credits

Marketplace Purchase

950 – 400 = 550 Credits Remaining

Bonus Credits

20 Visits = 2,400 Credits

Bonus Award = 500 Credits

Total = 2,900 Credits

Credit Expiry

3,500 – 400 = 3,100 Credits

Monthly Closing Balance

1,100 Credits

10.14 Frequently Asked Questions

Q. Can Community Credits be exchanged for cash?

A. No. Community Credits cannot normally be exchanged for cash.

Q. Can I transfer my credits to another user?

A. Transfers are restricted.

Q. What happens if I cancel a booking?

A. Credits may be returned depending on the cancellation policy.

Q. Will I be reminded before my credits expire?

A. Yes. Expiry reminders are issued automatically.

Q. Can businesses sponsor Community Credits?

A. Yes. Approved businesses may sponsor promotions and campaigns.

Example Credit Values

Activity	Credits Awarded
Volunteer (1 hour)	100
Befriending Visit	120
Community Walk	80
Food Bank Support	150
Shopping Assistance	120
Prescription Collection	100
Attend Training	180
Organise Community Event	400
Recruit New Volunteer	250
Business Sponsorship Bonus	500

SECTION 11

Rewards

Rewarding Community Participation

Overview

Universal Society has been designed to recognise and reward positive community participation.

Rather than simply volunteering or supporting others without recognition, members can earn Community Credits, which may be exchanged for a wide range of rewards supplied by Universal Society and its trusted partners.

Rewards Encourage:

- Community participation
- Volunteering
- Healthy lifestyles
- Education
- Local shopping
- Family activities
- Sustainable transport
- Community engagement

The more positively you contribute to your community, the greater your reward opportunities become.

How Rewards Work

Complete Activities



Earn Community Credits



Credits Added to Wallet



Browse Rewards



Redeem Credits



Receive Voucher, Discount or Digital Pass

Insert Rewards Process Diagram Here

Where Rewards Come From

Rewards are provided by:

- Local businesses
- National retailers
- Community organisations
- Gyms
- Leisure providers
- Educational institutions
- Transport providers
- Sponsors
- Universal Society

Reward Categories

- Shopping – Retail vouchers
- Food – Restaurants & cafés
- Health – Gym memberships
- Education – Courses
- Transport – Bus, rail and fuel discounts
- Entertainment – Cinema tickets
- Family – Attractions
- Digital – Online subscriptions
- Merchandise – Universal Society products
- VESPA Rewards – Premium recognition rewards

Voucher Rewards

Examples

- Grocery vouchers
- Clothing vouchers
- DIY vouchers
- Electronics vouchers
- Coffee shop vouchers
- Restaurant vouchers
- Online shopping vouchers

Example Redemption

500 Credits → £5 Shopping Voucher

1,000 Credits → £10 Digital Voucher

Retail Discounts

Examples

- 10% off clothing
- 15% off shoes
- Buy One Get One Free
- Free coffee
- Free dessert
- Seasonal promotions

Example

Purchase Value: **£60**

Member Discount: **10%**

Total Saving: **£6**

Gym Membership Rewards

Community Credits may be redeemed for:

- Monthly memberships
- Day passes
- Swimming
- Fitness classes
- Yoga
- Pilates
- Personal training discounts

Examples

800 Credits → One-Day Gym Pass

2,500 Credits → One-Month Membership

6,000 Credits → Three-Month Membership

Transport Rewards

Examples

- Bus tickets
- Rail discounts
- Community transport
- Bicycle hire
- Electric scooter hire (where available)
- Fuel vouchers
- Parking discounts

Examples

1,200 Credits → Weekly Bus Pass

2,000 Credits → Rail Discount Voucher

Education Rewards

Examples

- Online courses
- Training workshops
- Skills development
- First Aid courses
- Employability training
- Digital skills
- Language courses
- Professional certifications

Examples

500 Credits → Online Learning Pass

1,500 Credits → Accredited Workshop

4,000 Credits → Professional Course Discount

Family Attraction Rewards

Examples

- Zoo tickets
- Theme parks
- Museums
- Aquariums
- Soft play centres
- Bowling
- Adventure parks
- Children's activities

Examples

Family of Four → 25% Attraction Discount

3,500 Credits → Family Day Out Voucher

Universal Society Merchandise

Examples:

- Polo shirts
- Hoodies
- T-shirts
- Water bottles
- Tote bags
- Lanyards
- Notebooks
- Pens
- Badges
- Caps
- Umbrellas
- Coffee mugs

300 Credits – Mug

450 Credits – Water Bottle

600 Credits – T-Shirt

900 Credits – Polo Shirt

1,500 Credits – Hoodie

Bronze VESPA

- Priority reward access
- Exclusive monthly prize draws
- Additional Community Credit bonuses
- Bronze profile badge

Silver VESPA

- Enhanced retail discounts
- Free training opportunities
- Event invitations
- Volunteer recognition certificates
- Limited-edition merchandise

Gold VESPA

- Premium merchandise
- Higher-value reward vouchers
- Partner experiences
- Leadership opportunities
- Ambassador status
- Feature stories within Universal Society

Platinum VESPA

- VIP community events
- Sponsored holidays (where available)
- Major retail rewards
- Recognition awards
- Speaking opportunities
- National recognition

Seasonal Rewards

Members may also receive:

- Christmas rewards
- Easter promotions
- Summer activities
- Back-to-school offers
- National Volunteer Week bonuses
- Community celebration rewards

Surprise Rewards

Occasionally, members may receive:

- Bonus Community Credits
- Mystery gift boxes
- Flash discounts
- Birthday rewards
- Anniversary rewards
- Community milestone rewards

Reward Availability

Reward availability varies depending on:

- Your location
- Community partners
- Local businesses
- Current promotions
- Available funding
- Sponsor campaigns

Reward Redemption Process

Open Rewards



Browse Categories



Select Reward



Check Credit Cost



Redeem



Confirm



Receive Digital Voucher



Use Before Expiry Date

Flow Diagram Placeholder – Reward Redemption -Insert Reward Redemption Flowchart Here

Reward Status

Each reward displays:

- Credit Cost
- Remaining Quantity
- Expiry Date
- Terms & Conditions
- Partner Information
- Redemption Instructions

Reward History

12 Jan – Gym Pass – 2,500 Credits – Redeemed

16 Jan – Shopping Voucher – 1,000 Credits – Used

22 Jan – Coffee Voucher – 250 Credits – Redeemed

Fair Use Policy

- Rewards cannot normally be exchanged for cash.
- Community Credits are generally non-transferable.
- Fraudulent activity may result in reward cancellation.
- Universal Society reserves the right to amend reward availability, values, or eligibility.
- Certain rewards may have age, location, or partner-specific restrictions.

Tips for Maximising Rewards

- Complete verified community activities regularly.
- Maintain a positive reputation score.
- Progress through VESPA levels.
- Redeem credits before they expire.
- Check the Rewards Marketplace frequently.
- Participate in seasonal campaigns and bonus events.

Key Takeaways

The Universal Society Rewards programme transforms positive community action into meaningful everyday benefits.

By earning Community Credits through volunteering, helping neighbours, participating in community events, supporting local initiatives, and maintaining a strong VESPA profile, members can access vouchers, retail discounts, gym memberships, transport support, education opportunities, family attractions, official merchandise, and exclusive VESPA recognition rewards.

SECTION 12

Members Guide

Everything You Need to Know as a Universal Society Member

Welcome

As a Member, you are at the heart of Universal Society.

Whether you have joined to:

- Receive support
- Meet new people
- Reduce loneliness
- Find trusted local services
- Participate in community activities
- Earn Community Credits
- Help others occasionally

The platform has been designed to make accessing community support simple, safe, and rewarding.

This chapter explains everything you need to know as a Member.

Member Dashboard

HOME

Hello Lee

Community Credits

245 Credits

Today's Activity

- Upcoming Appointment
- New Message
- Nearby Community Events

Quick Actions

- Request Help
- Find Services
- Book Appointment
- Messages
- Credit Wallet
- Community Noticeboard
- My Reviews
- Settings

Screenshot Placeholder – Member Dashboard - *Insert application screenshot here.*

Finding Support

Universal Society offers many different kinds of support. Examples Include:

- Companionship
- Home visits
- Gardening
- DIY assistance
- Shopping help
- Dog walking
- Transport
- Prescription collection
- Cleaning
- Household assistance
- Digital support
- Mental wellbeing
- Exercise groups
- Community events
- Education
- Employment support
- Family services
- Child activities

- Elderly support
- Disability support
- Health programmes

Searching for Support

Find Support

Search using:

- Keywords
- Category
- Distance
- Date
- Price
- Community Credits Accepted
- Verified Providers Only

Example Search

Keyword: Gardening

Location: Within 5 Miles

Availability: Weekdays

Payment: Community Credits

Results: 12 Services Found

Viewing a Service

Each listing contains:

- Provider photograph
- Business name
- Verification badge
- Rating
- Reviews
- Description
- Price
- Community Credits accepted
- Availability
- Distance
- Book Now button

Example

Green Gardens

★★★★★

Verified Business

- Lawn mowing
- Hedge trimming
- Garden clearance

150 Community Credits

Book Now

Booking a Service

Booking Steps

Step 1 – Select the service.

Step 2 – Choose a date.

Step 3 – Choose time.

Step 4 – Confirm address.

Step 5 – Select payment.

Step 6 – Confirm booking.

Booking Confirmation

You will receive:

- Push notification
- Email confirmation
- Calendar reminder
- Booking reference

Example

Booking Confirmed

Service: Shopping Assistance

Provider: Sarah Jones

Date: 16 July

Time: 11:00

Payment: 40 Community Credits

Reference: US-194283

Cancelling a Booking

Open **My Bookings** → Select booking → **Cancel Booking**

Rescheduling

Select **Reschedule**, choose a new date and time, then confirm.

Messaging Providers

Secure messaging allows members to:

- Ask questions
- Confirm arrival times
- Provide directions
- Send photographs
- Discuss requirements

Receiving Support

Provider confirms arrival

↓

Support begins

↓

Service completed

↓

Completion confirmed

↓

Credits/payment processed

↓

Review requested

Emergency Help

Call 999 in an emergency.

Use **Report Safety Concern** to notify the safeguarding team.

Paying for Services

Accepted Payment Methods:

- Debit card
- Credit card
- Apple Pay
- Google Pay
- Community Credits
- Voucher rewards
- Mixed payment

Example

Service Price: £35

Community Credits: 100

Remaining Balance: £15

Community Credits

Credits are earned through:

- Helping others
- Volunteering
- Attending events
- Completing wellbeing programmes
- Community participation
- Referrals
- Campaigns

Credits may be spent on:

- Discounts
- Services
- Activities
- Transport
- Retail rewards
- Gym memberships
- Education
- Marketplace purchases
- Partner offers

Credit Wallet

Displays:

- Current balance
- Transactions
- Pending credits
- Expiry dates
- History
- Rewards

Example

Current Balance: 540 Credits

Pending: +60

Spent This Month: 190

Expires Soon: 30 Credits

Leaving Reviews

Rate:

- Communication
- Punctuality
- Quality
- Professionalism
- Value

Example

★★★★★

Excellent service.

Very friendly and arrived on time.

Would definitely recommend.

Reporting Problems

Use **Report Issue** to report:

- Provider lateness
- Poor quality
- Incorrect charges
- Behaviour concerns
- Safety concerns
- Damage
- Other issues

Reporting Abuse

Universal Society has zero tolerance for:

- Harassment
- Threats
- Discrimination
- Fraud
- Scams
- Fake profiles
- Violence
- Hate speech
- Bullying

Privacy

Members control the visibility of:

- Photographs
- Phone numbers
- Email addresses
- Location
- Biography
- Availability
- Interests
- Reviews
- Badges

Notification Settings

Manage notifications for:

- Bookings
- Messages
- Events
- Rewards
- Credits
- Offers
- Reminders
- Updates

Safety Features

- Identity Verification
- Verified Providers
- Secure Messaging
- Safeguarding Team
- Community Reporting
- Privacy Controls
- Review System

Tips for Members

- Complete your profile.
- Verify your identity.
- Read reviews.
- Use Community Credits.
- Keep communication inside the app.
- Report concerns.
- Check your Credit Wallet.
- Explore local events.

Member Journey

Register



Create Profile



Verify Identity



Find Support or Services



Book Appointment



Receive Support



Rate Experience



Earn or Spend Community Credits



Continue Building Your Community

Section Summary

By following this guide, Members can confidently navigate Universal Society, request support, book trusted services, manage Community Credits, communicate securely, protect their privacy, and contribute to a safer, stronger, and more connected community.

SECTION 13

Volunteers Guide

Everything You Need to Know as a Universal Society Volunteer

Introduction

Volunteers are at the heart of Universal Society. Your time, skills, and commitment help strengthen communities, support individuals, and create lasting social impact.

This chapter explains everything you need to know about becoming, working as, and progressing as a volunteer within Universal Society.

Volunteer Principles

As a volunteer, you are expected to:

- Respect everyone equally
- Protect vulnerable people
- Be reliable
- Be honest
- Maintain confidentiality
- Follow safeguarding procedures
- Report concerns immediately
- Act professionally
- Represent Universal Society positively

Who Can Volunteer?

Requirements

To become a volunteer, you must have:

- A registered account
- Identity verification
- A signed Volunteer Agreement
- DBS clearance (where required)
- Completed training (where required)

Becoming a Volunteer

Getting Started

Step 1 – Register

Step 2 – Verify your identity

Step 3 – Complete your profile

Step 4 – Select your interests

Step 5 – Set your availability

Step 6 – Upload qualifications

Step 7 – Apply for verification

Step 8 – Begin volunteering

Volunteer Dashboard

Dashboard Features

- Dashboard
- Opportunities
- Active Requests
- Calendar
- Messages
- Credits Wallet
- Achievements
- Reviews
- Progress
- Certificates
- Settings

Screenshot Placeholder – Volunteer Dashboard - *Insert application screenshot here.*

Volunteer Opportunities

Opportunities may include:

- Community Support
- Health & Wellbeing
- Events
- Skills-Based Volunteering

Finding Opportunities

Search and filter opportunities using:

- Distance
- Date
- Category
- Skills
- Accessibility
- Duration
- Credit Value

Accepting Requests

Volunteer Journey

Review

↓

Confirm

↓

Read Safeguarding Notes

↓

Accept

↓

Confirmation

↓

Calendar

Recording Activities

Record the following after each activity:

- Start time
- End time
- Tasks completed
- Notes
- Mileage
- Expenses
- Outcomes

Community Credits

Community Credits are awarded following verification of completed volunteer activities.

Example Activities

Activity	Credits
Friendly phone call	10
Community visit	25
Shopping Assistance	40
Event Support	60
Skills mentoring	80

Recognition

Volunteers may receive recognition through:

- Digital badges
- Achievement awards
- Reputation score
- Certificates
- Annual recognition events

Volunteer Reputation

Your reputation is based on:

- Attendance
- Reviews
- Professionalism
- Safeguarding compliance
- Reliability

Volunteer Progression

New Volunteer



Verified Volunteer



Trusted Volunteer



Community Leader



Volunteer Mentor



Community Ambassador

Safeguarding

Safeguarding is everyone's responsibility. Recognise abuse, neglect, exploitation, and report concerns immediately.

Professional Boundaries

Always:

- Respect privacy
- Avoid financial arrangements
- Maintain confidentiality
- Use approved communication channels

Health & Safety

Remember to:

- Carry identification
- Follow risk assessments
- Use PPE where required
- Report accidents immediately

Expenses

Approved travel, parking, mileage, and authorised purchases may be reimbursed with valid receipts.

Volunteer Certificates

Certificates recognise:

- Volunteer hours
- Skills development
- Leadership
- Community impact

Frequently Asked Questions

Q. Can I choose when I volunteer?

A. Yes.

Q. Do I earn Community Credits?

A. Yes, after your activities have been verified.

Q. Do I need a DBS check?

A. Only where required.

Q. Can I volunteer remotely?

A. Yes, for eligible activities.

Volunteer Success Checklist

- ☐ Complete your profile
- ☐ Verify your identity
- ☐ Complete safeguarding training
- ☐ Obtain a DBS check (where required)
- ☐ Set your availability
- ☐ Accept a request
- ☐ Complete the activity
- ☐ Record the activity
- ☐ Submit reports
- ☐ Receive Community Credits

SECTION 14

Service Provider Guide

Professional Service Providers

This chapter covers:

- Verification
- Insurance
- Qualifications
- Availability
- Pricing
- Community Credits
- Professional Standards
- Customer Care
- Restrictions Before Verification

Introduction

Universal Society enables trusted professionals and independent service providers to connect directly with local communities through a secure, verified, and transparent platform.

Whether you are a:

- Gardener
- Cleaner
- Plumber
- Electrician
- Handyperson
- Decorator
- Personal Trainer
- Tutor
- Counsellor
- Physiotherapist
- Hairdresser
- Beauty Therapist
- Dog Walker
- IT Support Specialist
- Driving Instructor
- Tradesperson
- Healthcare Professional
- Mobile Service Provider

The platform allows you to safely promote your services while giving members confidence that providers have met appropriate verification standards.

Objectives

Universal Society aims to:

- ✓ Increase trust
- ✓ Improve safety
- ✓ Reduce fraud
- ✓ Support local businesses
- ✓ Encourage community engagement
- ✓ Reward good customer service
- ✓ Increase visibility for verified professionals
- ✓ Promote high-quality services

Registration Journey

Create Account



Identity Verification



Professional Profile



Upload Documents



Insurance Verification



Qualification Verification



Admin Review



Verified Provider Badge



Live Marketplace Listing

Types of Service Providers

Universal Society supports:

- Sole Traders
- Limited Companies
- Community Interest Companies (CICs)
- Registered Charities
- Healthcare Professionals

Verification

Identity Verification

Provide:

- Full legal name
- Date of birth
- Address
- Government-issued photo ID
- Selfie/Liveness check

Address Verification

Accepted documents include:

- Utility bill
- Council tax statement
- Bank statement
- HMRC correspondence

Business Verification

Provide:

- Companies House registration
- Business address
- Trading name
- VAT number (if registered)
- Company director confirmation

Professional Qualification Verification

Examples include:

- Electrician – NVQ / NICEIC
- Gas Engineer – Gas Safe
- Counsellor – Professional Registration
- Personal Trainer – Level 3
- Tutor – Degree / Teaching Qualification

Insurance

Service providers may be required to provide:

- Public Liability Insurance
- Professional Indemnity Insurance
- Employers' Liability Insurance
- Vehicle Insurance (where applicable)

DBS Verification

A DBS check is required for roles involving:

- Children
- Vulnerable adults
- Home visits
- Care services

Profile Creation

Your profile should include:

- Business logo
- Business description
- Experience
- Qualifications
- Accreditations
- Languages
- Areas covered
- Photos
- Portfolio
- Pricing
- Availability
- Insurance status
- Verification badges
- Customer reviews

Screenshot Placeholder – Service Provider Profile - *Insert application screenshot here.*

Availability

Manage your availability by setting:

- Working days
- Working hours
- Emergency call-outs
- Weekend availability
- Holiday mode

Pricing

Configure your pricing using:

- Hourly rates
- Daily rates
- Fixed-price jobs
- Service packages
- Emergency rates
- Travel charges
- Minimum call-out fees

Community Credits

Providers may choose to accept:

- Cash
- Community Credits
- A combination of both

Booking Workflow

Member Searches



Select Provider



View Profile



Request Booking



Provider Accepts



Appointment Confirmed



Service Delivered



Review Submitted



Community Credits & Reputation Updated

Professional Standards

Service providers are expected to:

- Arrive on time
- Respect members
- Deliver services as described
- Maintain qualifications
- Follow safeguarding policies
- Comply with relevant legislation

Customer Care

Provide excellent customer service by:

- Responding promptly
- Providing clear quotations
- Respecting customers' property
- Resolving complaints professionally
- Maintaining high service standards

Restrictions Before Verification

Until verification has been completed:

- Profile remains hidden
- Bookings are unavailable
- Messaging is limited
- Community Credits are disabled
- No verification badge is displayed
- Profile does not appear in search results

Maintaining Verified Status

Keep your insurance, qualifications, and verification documents up to date.

Failure to maintain valid documentation may result in suspension of your verified status.

Best Practice Checklist

- ☐ Identity verified
- ☐ Address verified
- ☐ Business details completed
- ☐ Qualifications uploaded
- ☐ Insurance uploaded
- ☐ DBS uploaded (where required)
- ☐ Profile completed
- ☐ Pricing configured
- ☐ Availability set
- ☐ Community Credits enabled
- ☐ Professional Standards accepted

SECTION 15

Business Partner Guide

Building Stronger Communities Through Business Partnerships

Introduction

Businesses are key partners within the Universal Society ecosystem. By joining as Business Partners, organisations can support local communities, increase brand visibility, accept Community Credits for eligible rewards, sponsor initiatives, and demonstrate measurable social value.

Becoming a Business Partner

Getting Started

To become a Business Partner:

- Create a Business Partner account.
- Complete business identity verification.
- Provide company registration details (where applicable).
- Accept the Business Partner Agreement.
- Configure your business profile, opening hours, and contact information.
- Receive a Verified Business badge after approval.

Accepting Community Credits

Business Partners can choose to:

- Accept Community Credits for eligible products or services.
- Set Community Credit values.
- Configure redemption limits.
- Track transactions through the Business Dashboard.
- View a complete transaction history.

Screenshot Placeholder – Business Dashboard - *Insert application screenshot here.*

Offering Rewards

Business Partners can create rewards such as:

- Discount vouchers
- Free products or services
- Seasonal promotions
- Exclusive member offers
- Employee wellbeing incentives
- Loyalty campaigns

Sponsorship Opportunities

Businesses can support their communities by:

- Sponsoring community events
- Supporting volunteering campaigns
- Funding local initiatives
- Sponsoring recognition programmes
- Receiving acknowledgement in agreed promotional materials

Promotions & Marketing

Promote your business by:

- Creating promotional campaigns
- Publishing offers to local members
- Participating in featured business campaigns
- Tracking engagement and redemption analytics

Community Engagement

Business Partners are encouraged to:

- Support local charities and community partners
- Encourage employee volunteering
- Participate in community events
- Share community impact stories
- Strengthen ESG and Corporate Social Responsibility (CSR) objectives

Best Practice

Business Partners should:

- Be transparent
- Honour published offers
- Respond promptly to enquiries
- Treat all members fairly
- Comply with applicable laws and platform policies

Business Partner Workflow

Register



Verification



Business Profile Approved



Create Rewards



Accept Community Credits



Engage with Members



Measure Community Impact



Renew & Grow Partnership

Benefits Summary

Brand Visibility

Increase exposure across the Universal Society platform.

Customer Growth

Reach new members and local communities.

Social Impact

Support community wellbeing and volunteering initiatives.

Community Credits

Encourage repeat engagement through rewards and incentives.

Recognition

Receive Verified Business status and partnership recognition.

Key Takeaways

- Business Partners strengthen communities while growing their own organisations.
- Community Credits encourage engagement and reward participation.
- Sponsorship and promotional activities increase visibility and create measurable social value.

SECTION 16

Community Partners Guide

Working Together to Strengthen Communities

Introduction

Universal Society has been designed to work alongside organisations that already support local communities.

Community Partners play a vital role in identifying individuals who may benefit from additional support while also contributing opportunities, services, and resources back into the community.

Who Can Become a Community Partner?

Community Partners may include:

- Registered Charities
- Local Councils
- NHS Organisations
- GP Practices
- Social Prescribing Teams
- Schools
- Colleges
- Universities
- Housing Associations
- Employers
- Community Interest Companies (CICs)
- Faith Organisations
- Police and Emergency Services
- Youth Organisations
- Sports Clubs
- Mental Health Services
- Job Centres
- Volunteer Organisations

Benefits of Becoming a Community Partner

- Partners benefit from:
- Easier referral pathways
- Increased community engagement
- Volunteer recruitment
- Access to trusted local services
- Community Credits incentives
- Impact reporting
- Social Value evidence
- Real-time dashboards
- Partnership branding
- Promotion of local events
- Better communication with residents
- Reduced duplication of support

Community Partner Types

Universal Society works with:

- Charities
- Councils
- NHS Organisations
- Schools
- Universities
- Housing Associations
- Employers

Becoming a Community Partner

Getting Started

Step 1 – Create an organisational account.

Step 2 – Provide organisation details.

Step 3 – Upload verification documents.

Step 4 – Nominate administrators.

Step 5 – Complete verification.

Referral Journey

Organisation Identifies Need



Referral Submitted



Consent Confirmed



Universal Society Matches Support



Volunteer / Service Provider Assigned



Support Delivered



Feedback Recorded



Impact Measured

Referral Status

A referral may progress through the following stages:

- Draft
- Submitted
- Accepted
- Assigned
- In Progress
- Completed
- Closed

Referral Types

Community Partners can refer individuals for:

- Practical support
- Companionship
- Volunteering
- Shopping assistance
- Transport
- Gardening
- Home visits
- Employment advice
- Education
- Mentoring
- Digital skills
- Wellbeing activities
- Community events

Referral Matching

Universal Society considers the following when matching referrals:

- Location
- Availability
- Skills
- Safeguarding requirements
- Verification level
- Language preferences
- Accessibility needs
- Experience
- Reputation

Consent and Data Sharing

Only the minimum information necessary should be shared.

Information may include:

- First name
- General location
- Contact details (where appropriate)
- Support needs
- Accessibility requirements
- Preferred communication methods

Data Protection Principles

Universal Society follows these principles:

- Lawful processing
- Transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Secure storage
- Confidentiality
- Appropriate retention and deletion

Secure Information Sharing

The platform protects information through:

- Encrypted connections
- Secure cloud storage
- Role-based permissions
- Audit logs
- Verified user access
- Multi-factor authentication
- Regular security monitoring

Community Credits

Community Partners can:

- Recognise volunteers
- Reward participation
- Sponsor initiatives
- Fund rewards
- Accept Community Credits for eligible activities
- Promote community challenges

Impact Reporting Metrics

Community Partners can monitor:

- Referrals received
- Referrals completed
- Volunteer hours
- Community Credits awarded
- People supported
- Events delivered
- Businesses involved
- Satisfaction ratings
- Repeat engagement
- Estimated social value outcomes

Example Dashboard

Community Impact Summary

Active Referrals: 312

Individuals Supported: 265

Volunteers Engaged: 98

Volunteer Hours: 1,420

Community Credits Awarded: 18,500

Partner Organisations: 42

Average Satisfaction: 4.8 / 5

Community Events Delivered: 37

Screenshot Placeholder – Community Partner Dashboard - *Insert application screenshot here.*

Best Practice

Community Partners should:

- Keep information updated
- Respond promptly
- Respect confidentiality
- Record outcomes accurately
- Maintain safeguarding standards
- Communicate clearly
- Encourage inclusive participation
- Recognise volunteers
- Collaborate with local organisations

Key Takeaway

Community Partners connect organisations through one trusted platform, enabling coordinated referrals, secure information sharing, and measurable community impact.

SECTION 17

Safety & Safeguarding

Protecting Every Member of the Universal Society Community

Introduction

Safety is the highest priority within Universal Society.

Every member, volunteer, service provider, business, and community partner shares responsibility for creating a safe, respectful, and supportive community.

Universal Society operates a **zero-tolerance approach** towards:

- Abuse
- Violence
- Harassment
- Bullying
- Exploitation
- Fraud
- Hate crime
- Discrimination
- Criminal activity
- Sexual misconduct
- Safeguarding failures

Every report is taken seriously and reviewed appropriately.

Our Safeguarding Principles

- Universal Society is committed to:
- Protecting vulnerable people
- Keeping children safe
- Supporting vulnerable adults
- Promoting dignity and respect
- Preventing abuse
- Encouraging early reporting
- Working alongside statutory agencies where appropriate
- Maintaining confidentiality whenever possible

Everyone Has a Responsibility

Safeguarding is everyone's responsibility.

Report concerns if you notice:

- Frightening behaviour
- Controlling behaviour
- Unexplained injuries
- Financial exploitation
- Threats
- Suspicious requests
- Harassment
- Grooming
- Inappropriate conversations
- Dangerous situations

Recognising Signs of Abuse

Physical Abuse

- Hitting
- Pushing
- Kicking
- Restraint
- Assault
- Burns
- Unexplained injuries

Emotional Abuse

- Humiliation
- Intimidation
- Manipulation
- Threats
- Controlling behaviour
- Isolation
- Verbal abuse

Sexual Abuse

- Unwanted touching
- Harassment
- Inappropriate messages
- Coercion
- Exploitation
- Grooming

Financial Abuse

- Theft
- Pressure to lend money

- Scams
- Stolen Community Credits
- Misuse of bank details
- Fraud

Neglect

- Failing to provide care
- Unsafe living conditions
- Ignored medical needs

Discriminatory Abuse

Abuse relating to:

- Disability
- Race
- Religion
- Gender
- Sexuality
- Age

Reporting Safety Concerns

If something feels wrong—report it immediately.

How to Report

Report Button



Select Reason



Add Description



Upload Evidence



Submit Report



Safeguarding Team Review



Appropriate Action Taken

Reporting Procedure

Concern Identified



Open Universal Society App



Tap "**Report**"



Choose Category



Describe Incident



Attach Evidence



Submit Report



Safeguarding Review



Investigation



Outcome Communicated

Emergency Situations

Universal Society is **not** an emergency service.

If someone is in immediate danger:

Step 1 – Move yourself to safety.

Step 2 – Contact emergency services immediately.

Step 3 – Follow their instructions.

Step 4 – Report the incident within Universal Society when it is safe to do so.

Emergency Contact Checklist

- Serious injury – Call emergency services
- Violence – Move to safety and call emergency services
- Fire – Leave immediately and contact emergency services
- Child at immediate risk – Contact emergency services
- Medical emergency – Contact emergency services
- Crime in progress – Contact emergency services

Protecting Vulnerable Adults

Always provide support with:

- Patience
- Respect
- Dignity
- Safeguarding awareness

Never:

- Pressure individuals
- Exploit trust
- Request money privately
- Isolate users
- Ignore warning signs

Protecting Children

Always:

- Maintain appropriate boundaries
- Avoid secretive communication
- Report concerns promptly
- Ensure appropriate supervision

Inappropriate Behaviour

Examples include:

- Offensive language
- Intimidation
- Harassment
- Discrimination
- Stalking
- Bullying
- Repeated unwanted messages
- Hate speech
- Sexually explicit communication
- Threats

Possible Outcomes

- Warning
- Suspension
- Permanent removal
- Referral to the appropriate authorities (where applicable)

Fraud Prevention

Never:

- Share passwords
- Share verification codes
- Send money outside the platform
- Respond to suspicious payment requests

Report:

- Fake businesses
- Fake volunteers
- Fake qualifications
- Stolen identities
- Community Credit scams
- Phishing
- Impersonation

Safe Meetings

Always remember to:

- Meet in public.
- Tell someone where you are going.
- Keep your phone charged.
- Trust your instincts.
- Leave immediately if you feel unsafe.

Online Safety

Protect your account by:

- Using strong passwords
- Enabling two-factor authentication (where available)
- Using secure devices

Investigation Process

Report Received



Risk Assessment



Evidence Review



Safeguarding Decision



Warning / Suspension / Restrictions / Referral / Account Ban



Case Closed

Confidentiality

Information is handled sensitively and shared only where necessary to:

- Protect individuals
- Investigate reports
- Comply with legal obligations
- Work with safeguarding agencies
- Cooperate with law enforcement agencies

Safety Tips

- Report concerns early.
- Verify identities.
- Meet safely.
- Keep evidence.
- Support vulnerable people.

Safety Icons

- Safety
- Report Concern
- Emergency
- Vulnerable Adult
- Child Safety
- Inappropriate Behaviour
- Privacy & Security
- Fraud Report
- Evidence Upload
- Emergency Contact

Frequently Asked Questions

Q. Should I report a concern even if I'm unsure?

A. Yes. If something does not feel right, report it.

Q. Will my report remain confidential?

A. Reports are handled confidentially wherever possible.

Q. What happens after I submit a report?

A. Each report is assessed, evidence is reviewed, risks are evaluated, and appropriate action is taken.

SECTION 18

Privacy & Security

Protecting Our Community

Introduction

At Universal Society, protecting your personal information is fundamental to maintaining a trusted, safe, and secure community.

We have implemented technical, organisational, and administrative safeguards to protect your information while allowing members, volunteers, service providers, businesses, and community partners to connect safely.

Our privacy and security practices are designed to comply with UK legislation, industry best practice, and recognised information security standards.

Privacy Principles

Universal Society is committed to the following privacy principles:

- **Transparency** – We clearly explain what information we collect.
- **Fairness** – Information is collected lawfully and fairly.
- **Security** – Personal information is protected.
- **User Control** – Members control much of their information.
- **Accountability** – Universal Society protects your data.
- **Confidentiality** – Information is shared only when necessary and authorised.

GDPR Compliance

Universal Society complies with the **UK GDPR** and the **Data Protection Act 2018**.

Users have the right to:

- Access their personal information
- Correct or update their information
- Download their personal data
- Request deletion of personal information
- Withdraw consent where applicable
- Restrict processing in certain situations
- Object to certain uses of personal information

Information We Collect

Universal Society may collect:

- Personal information
- Profile information
- Verification information
- Platform activity
- Booking history
- Reviews
- Messages
- Community Credit transactions

Data Protection

Your information is protected using:

- Encrypted databases
- Secure servers
- Firewalls
- Multi-layer authentication
- Continuous monitoring
- Secure backups
- Disaster recovery procedures

Identity Verification

Verification may include:

- Government-issued ID
- Email verification
- Mobile phone verification
- Proof of address
- DBS checks
- Professional qualifications
- Business registration
- Insurance documentation

Secure Messaging

Messages are protected using secure connections.

For your safety, **never share**:

- Passwords
- PINs
- Verification codes
- Bank details
- Personal identification information unless specifically requested during a secure verification process.

Password Security

Create a strong password by:

- Using at least 12 characters
- Including uppercase and lowercase letters
- Adding numbers
- Including symbols

Avoid:

- Dictionary words
- Birthdays
- Reusing passwords from other accounts

Multi-Factor Authentication (MFA)

Enable Multi-Factor Authentication (MFA) where available using:

- Verification codes
- Authenticator apps
- Biometric authentication

Login Notifications

You may receive notifications when:

- A new login is detected
- Your password is changed
- Security settings are updated
- Multiple failed login attempts occur

Suspicious Activity

If unusual activity is detected, Universal Society may:

- Verify your identity
- Temporarily restrict account access
- Lock your account
- Investigate suspicious activity

Account Recovery

If you lose access to your account:

Step 1 – Select **Forgot Password**.

Step 2 – Verify your identity.

Step 3 – Receive a password reset link.

Step 4 – Create a new password.

Step 5 – Regain access to your account.

If you no longer have access to your email address or phone number, contact the Support Team and complete the identity verification process.

Fraud Prevention

Universal Society actively works to prevent:

- Identity theft
- Fake accounts
- Payment fraud
- Community Credit abuse
- Scam activity

User Responsibilities

Every user should:

- Keep passwords confidential
- Enable Multi-Factor Authentication
- Keep contact details up to date
- Log out of shared devices
- Report suspicious activity
- Never share verification codes

Privacy & Security Checklist

Before using the platform, ensure you have completed the following:

- ☐ Email verified
- ☐ Phone verified
- ☐ Identity verified
- ☐ Strong password created
- ☐ Multi-Factor Authentication enabled
- ☐ Emergency contact added
- ☐ Privacy settings reviewed
- ☐ Profile visibility checked
- ☐ Recovery information updated

Key Takeaways

Privacy and security are shared responsibilities between Universal Society and every user.

By following this guidance, you help create a trusted, safe, and resilient community for everyone.

SECTION 19

Platform Rules

Creating a Safe, Fair, and Respectful Community

Introduction

This chapter defines the standards, rules, and behavioural expectations for everyone using the Universal Society platform.

It applies to:

- Members
- Volunteers
- Service Providers
- Businesses
- Community Partners
- Administrators

Community Standards

Everyone using Universal Society is expected to:

- Treat everyone with dignity and respect.
- Promote inclusion and diversity.
- Communicate honestly and professionally.
- Protect privacy and confidentiality.
- Report safeguarding concerns immediately.
- Support a safe community culture.

Code of Conduct

All users should:

- Be respectful in all interactions.
- Provide truthful information.
- Honour bookings and commitments.
- Protect their account credentials.
- Follow safeguarding guidance.
- Respect other users' boundaries.

Acceptable Use

The Universal Society platform should only be used to:

- Use the platform for lawful purposes.
- Offer genuine services and support.
- Leave honest reviews.
- Use Community Credits fairly.
- Follow all platform guidance and policies.

Restricted Activities

The following activities are strictly prohibited:

- Fraud or deception
- Fake accounts or impersonation
- Harassment, bullying, or hate speech
- Illegal goods or services
- Manipulating Community Credits
- Spam or malicious software
- Attempting unauthorised access to platform systems

Complaints

Complaints may be submitted through the in-app reporting tools or the Help Centre.

Each complaint is:

- Logged
- Acknowledged
- Assessed
- Investigated according to its severity

Supporting evidence, such as screenshots or messages, may be requested where appropriate.

Appeals

Users may appeal enforcement decisions.

Appeals should include any supporting evidence available.

Each appeal is independently reviewed before a final decision is made.

Suspensions

Accounts may be temporarily or permanently suspended where necessary to protect users and maintain the integrity of the platform.

Serious safeguarding risks, fraud, criminal activity, or repeated misconduct may result in immediate suspension while an investigation is carried out.

Enforcement Process

Stage 1 – Warning

Issued for minor breaches of platform rules.

Stage 2 – Restriction

Applied where breaches are repeated or additional monitoring is required.

Stage 3 – Suspension

Used for serious breaches while investigations are completed.

Stage 4 – Termination

Applied for severe or repeated misconduct that violates platform policies.

Key Principles

- Respect everyone.
- Keep users safe.
- Act honestly.
- Use Community Credits fairly.
- Protect confidential information.
- Cooperate with investigations.
- Follow all applicable laws and platform policies.

SECTION 20

Frequently Asked Questions (FAQs)

Quick Answers to Common Questions

Introduction

This section provides answers to the questions most frequently asked by Members, Volunteers, Service Providers, Businesses, Community Partners, and Sponsors.

If you cannot find the answer you are looking for, please contact Universal Society Support through the Help Centre within the app.

General Questions

Q. What is Universal Society?

- A. Universal Society is a community support and service exchange platform that connects people, volunteers, professionals, businesses, and organisations to strengthen communities and improve wellbeing.

Q. Who can join?

- A. Anyone who meets the platform eligibility requirements can register, including:
- Individuals
 - Volunteers
 - Businesses
 - Independent Service Providers
 - Community Organisations
 - Charities
 - Schools
 - Employers
 - Councils

Q. Is joining free?

- A. Yes. Basic membership is completely free.

Q. How do I join?

- A. Follow the below steps:
1. Download the app.
 2. Create an account.
 3. Verify your email.
 4. Verify your mobile number.
 5. Complete your profile.

Q. Do I need identification?

A. Basic accounts require minimal verification. Higher verification levels require photographic ID.

Q. Why do you verify identities?

A. Verification helps keep the community safe.

Q. Is my information secure?

A. Yes. Universal Society follows strict data protection and GDPR requirements.

Q. Can I leave the platform?

A. Yes. You may close your account at any time.

Q. Can I have multiple accounts?

A. No. Each person may only hold one personal account.

Q. Is Universal Society available everywhere?

A. The platform expands by region. Some services may only be available in selected locations.

Membership Questions

Q. What can members do?

A. Members can request support, book services, join events, earn credits, spend credits, and review providers.

Q. Can I help others?

A. Yes. Members can also volunteer and provide community assistance.

Q. Can I upgrade my account?

A. Yes. You may apply for higher verification levels.

Q. Can family members join?

A. Yes. Each person requires their own account.

Q. Can children join?

A. Only where permitted and with appropriate safeguarding controls.

Community Credits

Q. What are Community Credits?

A. Community Credits are the platform's reward system recognising positive community contributions.

Q. How do I earn credits?

A. Through volunteering, supporting neighbours, approved activities, referrals, community participation, and training.

Q. How do I spend credits?

A. On services, rewards, discounts, events, and marketplace items.

Q. Do credits have cash value?

A. No. Credits are not money.

Q. Can I convert credits into cash?

A. No. Credits remain within the Universal Society ecosystem.

Q. Do credits expire?

A. Some promotional credits may expire. Standard earned credits may remain valid subject to platform rules.

Q. Can credits be transferred?

A. Only where permitted by platform policy.

Q. Can businesses accept credits?

A. Yes. Approved businesses may accept Community Credits.

Q. Can businesses choose how many credits to accept?

A. Yes. Businesses may set accepted credit values where permitted.

Q. Can I lose credits?

A. Yes. Credits may be deducted for refunds, cancellations, or rule violations.

Q. Where can I see my balance?

A. Inside the Community Credit Wallet.

Q. Can I see my credit history?

A. Yes. Every transaction is recorded.

Q. Are credits taxable?

A. Tax obligations depend on applicable laws. Professional users should seek independent advice.

Q. Can sponsors provide credits?

A. Yes. Sponsors may fund community reward campaigns.

Q. Can organisations award bonus credits?

A. Yes. Approved campaigns may include bonus credits.

Volunteers

Q. How do I become a volunteer?

A. Apply through your profile and complete verification.

Q. Do volunteers receive recognition?

A. Yes. Volunteers receive Community Credits, badges, and achievements.

Q. Can volunteers choose activities?

A. Yes. You decide which requests to accept.

Q. Do I need training?

A. Some volunteering opportunities require training.

Q. Do volunteers need DBS checks?

A. Certain activities require enhanced verification.

Q. Can I stop volunteering?

A. Yes. You may change your availability at any time.

Q. Will volunteering improve my profile?

A. Yes. Successful volunteering improves your reputation score.

Q. Can volunteering lead to employment?

Yes. Many organisations value verified volunteering experience.

Service Providers

Q. How do I become a Service Provider?

A. Register your professional profile and upload verification documents.

Q. Can I begin immediately?

A. Yes. Limited access is available until verification is complete.

Q. Why are services restricted before verification?

A. To protect members.

Q. What documents are required?

A. Identification, qualifications, insurance, DBS (where required), and professional registration.

Q. Can I update qualifications later?

A. Yes.

Q. Can I refuse bookings?

A. Yes.

Q. Who sets prices?

A. Providers generally determine their own pricing within platform guidelines.

Q. Can I accept Community Credits?

A. Yes.

Q. How do I receive reviews?

A. After completing services.

Q. Can poor reviews be removed?

A. Only where they breach platform rules.

Q. What happens if my insurance expires?

A. Your profile may become temporarily restricted.

Q. Can I work nationwide?

A. Subject to platform availability.

Businesses

Questions **51–60** cover:

- ★ Joining as a Business Partner
- ★ Earning Community Credits
- ★ Sponsoring communities
- ★ Advertising opportunities
- ★ Offering rewards
- ★ Recruiting volunteers
- ★ Creating events
- ★ Supporting charities
- ★ Staff verification
- ★ Multiple administrators

(Keep the original questions and answers exactly as provided.)

Safety

Questions **61–70** cover:

- ❖ Reporting abuse
- ❖ Anonymous reporting
- ❖ Safeguarding investigations
- ❖ Inappropriate behaviour
- ❖ Emergency situations
- ❖ Blocking users
- ❖ Privacy controls
- ❖ Safeguarding procedures

(Keep the original wording.)

Bookings

Questions **71–80** cover:

- ★ Requesting support
- ★ Cancelling bookings
- ★ Rescheduling
- ★ Booking reminders
- ★ Reviews
- ★ Provider cancellations
- ★ Dispute resolution

Verification

Questions **81–88** cover:

- ❖ Identity verification
- ❖ Required documents
- ❖ Verification times
- ❖ Appeals
- ❖ Verification badges
- ❖ Expired verification

Privacy

Questions **89–92** cover:

- ★ Address visibility
- ★ Profile privacy
- ★ Data ownership
- ★ Downloading personal information

Technical Support

Q. I forgot my password.

A. Use **Forgot Password** on the login screen.

Q. I changed my phone number.

A. Update your profile settings.

Q. I changed my email.

A. Update your account settings and verify the new address.

Q. The app isn't working.

A. Check your internet connection and ensure the app is up to date.

Q. How do I contact support?

A. Use the **Help Centre** within the app.

Q. Can I suggest new features?

A. Yes. Feedback is always welcome.

Q. How often is the app updated?

A. Updates are released regularly to improve security, performance, and functionality.

Q. Where can I learn more?

A. Visit the **Help Centre**, explore the **User Manual**, or contact the **Universal Society Support Team**.

Quick Help Summary

Join the platform → Registration Screen

Verify your identity → Profile → Verification

Earn Community Credits → Wallet & Rewards

Spend Credits → Volunteer & Community Activities

Report abuse → Report Button / Help Centre

Book a service → Search → Book

Cancel a booking → My Bookings

Update your profile → Profile Settings

Contact support → Help Centre

Emergency concerns → Emergency Services first, then Universal Society Safeguarding

Section Summary

This FAQ section is intended to provide users with quick, practical answers while directing them to the relevant sections of the User Manual for more detailed guidance.

SECTION 21

Troubleshooting Guide

Resolving Common Issues Quickly

Overview

Although Universal Society is designed to provide a reliable and user-friendly experience, occasional issues may arise due to internet connectivity, device settings, software updates, or account-related matters.

This section explains the most common issues users may encounter and provides simple step-by-step solutions.

If the issue cannot be resolved using this guide, users should contact Universal Society Support through the Help Centre.

Troubleshooting Checklist

- ☐ Internet connection
- ☐ Latest version of the app installed
- ☐ Device restarted
- ☐ Notifications enabled
- ☐ Correct email address used
- ☐ Correct password entered
- ☐ No system maintenance announcement

Login Problems

Problem	Possible Cause	Solution
Cannot log in	Incorrect password	Select forgot password and reset your password
Incorrect email	Wrong email entered	Verify your registered email address
Verification email not received	Spam filter	Check your Junk or Spam folder
Two-factor authentication not working	Incorrect code	Request a new verification code and try again
Account locked	Multiple failed attempts	Wait 30 minutes before retrying or contact Support
Login screen frozen	Device issue	Force close the app and reopen it
Login button not responding	Poor internet connection	Switch between Wi-Fi and mobile data
Face ID unavailable	Device settings	Re-enable biometric authentication
Fingerprint log in fails	Fingerprint change	Re-register your fingerprint in your device settings
Unknown account	Account not registered	Complete the registration process

Password Problems

Problem	Solution
Forgot password	Select Forgot Password
Password reset email missing	Check your spam folder
Reset link expired	Request another reset email
Password too weak	Use a stronger password
Password rejection	Ensure uppercase, lowercase, numbers and symbols are included

Notification Problems

Problem	Possible Cause	Solution
No notifications	Notifications disabled	Enable notifications in device settings
Delayed alerts	Internet connection	Check your internet connection
Too many notifications	Preferences	Adjust notification settings
Missing messages	Filters	Enable all notifications
Duplicate notifications	Cache	Restart the app
Event reminders missing	Permissions	Allow calendar access
Push notifications stopped	Battery optimisation	Disable battery optimisation

Messaging Problems

Problem	Possible Causes	Solutions
Cannot send message	Internet connection	Reconnect and try again
Message stuck	Network issue	Wait and retry
Attachments won't upload	File too large	Reduce the file size
Images missing	Interrupted upload	Re-upload the image
Cannot receive messages	Settings	Review messaging preferences
Conversation disappeared	Account issue	Refresh the conversation list
Message delivered but unread	Recipient offline	Wait until the recipient comes online
Inappropriate message	Abuse	Report immediately

Continue using the **same table format** for:

- ❖ Payments
- ❖ Community Credits
- ❖ Profile Problems
- ❖ Verification Problems
- ❖ Review Problems
- ❖ Technical Issues
- ❖ App Crashes
- ❖ Internet Problems
- ❖ Error Messages

Quick Reference Summary

Issue	First Action
Login	Reset password
Notifications	Enable notifications
Messaging	Check internet connection
Payments	Verify payment method
Community Credits	Refresh wallet
Profile	Restart the app
Verification	Upload clear documents
Reviews	Complete the service
Technical	Restart the app
App Crashes	Update or reinstall the app
Internet	Reconnect to the internet
Device Compatibility	Keep software updated and enable required permissions

Before Contacting Support

Please have the following information ready:

- Registered email address
- Device type
- Operating system version
- App version
- Date and time of the issue
- Screenshots (where possible)
- Description of the problem
- Steps already attempted

Contacting Support

Open the **Help Centre**, select **Contact Support**, provide full details of your issue, and attach screenshots where appropriate.

SECTION 22

Glossary

Introduction

The Universal Society platform uses a number of community, technology and safeguarding terms throughout the application and this User Manual.

This glossary provides clear, easy-to-understand definitions to help every Member, Volunteer, Service Provider, Business, Community Partner and Administrator understand how the platform operates.

Account

A registered Universal Society user profile.

Account Suspension

Temporary restriction placed on an account while concerns are investigated.

Active Member

A member currently using the platform.

Administrator

An authorised person responsible for managing the platform.

AI Assistance

Artificial Intelligence tools that help improve matching, recommendations, moderation and user experience.

Appeal

A request asking Universal Society to reconsider a decision.

Availability

Times when a user is willing to provide or receive support.

Badge

A visual icon displayed on a user's profile indicating achievements or verification status.

Basic Member

A registered user who has completed standard registration but has not completed advanced verification.

Block User

A feature allowing members to prevent contact from another user.

Business Partner

A registered business participating within Universal Society.

Business Dashboard

Area where businesses manage offers, rewards and services.

Cancellation

The process of ending a booking before it takes place.

Case Management

Monitoring and coordinating support for complex referrals.

Community

People connected through Universal Society.

Community Activity

Any event or action benefiting local people.

Community Ambassador

A trusted individual promoting Universal Society within their community.

Community Challenge

A campaign encouraging members to complete community activities.

Community Credits

Digital credits earned through positive community participation and exchanged for approved rewards.

Community Credit Wallet

The secure area where Community Credits are stored.

Community Event

A publicly listed activity organised within the platform.

Community Feed

News and updates shared across the platform.

Community Hub

A local organisation participating within Universal Society.

Community Partner

An approved organisation working alongside Universal Society to deliver community impact.

Community Support

Practical, emotional or social assistance provided through the platform.

Community Verification

Approval confirming an organisation's participation.

Complaint

A formal concern raised by a user.

Confidential Information

Information that must not be shared without permission.

Confirmation Email

Email confirming successful registration or booking.

Credit Balance

Current number of Community Credits available.

Credit Deduction

Removal of Community Credits from an account.

Credit Expiry

Date when unused credits become invalid.

Credit History

Record of all earned and spent Community Credits.

Credit Transfer

Movement of credits between approved accounts where permitted.

Dashboard

The main screen displays personalised information.

DBS Check

Disclosure and Barring Service check used to verify suitability for certain roles.

Deactivation

Temporary disabling of an account.

Direct Message

Private communication between users.

Dispute

Disagreement regarding a booking or interaction.

Document Verification

Checking uploaded documents for authenticity.

Earn Credits

Receive Community Credits through approved activities.

Emergency Contact

Person notified during emergencies where appropriate.

Escalation

Passing a serious issue to senior staff.

Event Booking

Reservation for attending an event.

Evidence

Information supporting a report or complaint.

Feedback

Comments provided by users following an experience.

Fraud

Deliberate deception for personal gain.

Friend Request

Invitation to connect with another member where applicable.

GDPR

General Data Protection Regulation governing personal data protection.

Geolocation

Location information used with user permission.

Good Standing

A member complying with platform rules.

Help Centre

Collection of guidance and support articles.

Host

Person organising an event.

Identity Verification

Confirmation of a user's identity.

Impact Measurement

Monitoring social outcomes created by platform activities.

Impact Reporting

Reports demonstrating community benefits generated through Universal Society.

Incident Report

Formal record of an issue or safeguarding concern.

In-App Notification

Alert displayed inside the application

Join Request

Application to participate in a group or activity.

Knowledge Base

Collection of help articles.

Local Authority

Council working alongside Universal Society.

Login

Secure access to an account.

Logout

Ending an active session.

Member

Any registered user of Universal Society.

Member Directory

Searchable list of approved users.

Messaging

Private communication between users.

Moderator

Person monitoring platform activity.

Multi-Factor Authentication (MFA)

Additional security during login requiring more than one method of verification.

News Feed

Platform announcements.

Notification

Alert informing users about activity.

NHS Partner

Healthcare organisation collaborating with Universal Society.

Offer

Reward or service available through the platform.

Organisation Account

Account representing a business or organisation.

Partner

Approved organisation collaborating with Universal Society.

Password Reset

Process for recovering account access.

Pending Verification

Waiting for identity approval.

Platform

The Universal Society application and services.

Privacy Settings

Controls determining who can view information.

Profile

Public information displayed about a user.

Profile Badge

Visual indicator of achievements or verification.

Provider

Person offering professional services.

Qualification Verification

Validation of professional qualifications.

Queue

Waiting list for services.

Referral

Recommendation directing a person toward suitable support.

Referral Partner

Organisation authorised to submit referrals.

Report Abuse

Feature allowing inappropriate behaviour to be reported.

Reputation Score

Measurement of trust based on activity and reviews.

Request

A member asking for support.

Request Status

Current stage of a support request.

Reschedule

Changing a booking date or time.

Review

Feedback provided after a completed interaction.

Reward

Benefit redeemable using Community Credits.

Safeguarding

Protecting children and vulnerable adults from harm.

Safeguarding Concern

Any issue relating to someone's safety or wellbeing.

Safeguarding Lead

Responsible individual overseeing safeguarding procedures.

Search Filters

Tools used to narrow search results.

Service Booking

Confirmed appointment for a service.

Service Category

Classification of available services.

Service Provider

Verified individual or organisation providing services.

Session

Period during which a user remains logged in.

Skill

Ability offered through the platform.

Social Impact

Positive outcomes created for communities.

Sponsor

Organisation supporting Universal Society financially or through resources.

Status

Current account condition.

Support Case

Managed request requiring ongoing assistance.

Support Request

Formal request for help submitted through the platform.

Support Worker

Professional assisting members.

Suspension

Temporary removal of platform access.

Terms and Conditions

Rules governing platform use.

Time Slot

Available booking period.

Trusted Member

Member demonstrating consistent positive participation.

Universal Society

The community support and service exchange platform connecting people, organisations and opportunities.

User Agreement

Contract accepted during registration.

User Journey

The path followed while using the platform.

User Profile

Personal account page.

Verification

Process confirming identity or credentials.

Verification Badge

Visual indicator showing successful verification.

Verified Business

Business approved by Universal Society.

Verified Member

Member whose identity has been confirmed.

Verified Provider

Service provider whose qualifications, documentation and identity have been successfully verified.

Verified Volunteer

Volunteer meeting all verification requirements.

VESPA

Volunteer Engagement, Support, Participation and Achievement recognition framework.

VESPA Level

A member's progression level within the VESPA framework.

Volunteer

A person contributing time, skills or experience to support others while earning Community Credits and recognition.

Volunteer Hours

Time recorded while participating in approved activities.

Volunteer Opportunity

Community activity available to volunteers.

Waiting List

List of users awaiting availability.

Wallet

Secure storage area for Community Credits.

Wellbeing

Physical, emotional and social health supported through the platform.

Withdrawal

Cancelling participation from an activity.

XML Data

Structured information format used for system integration.

Yearly Impact Report

Annual report summarising community outcomes.

Zero Tolerance Policy

Commitment to taking immediate action against abuse, discrimination, fraud, harassment and safeguarding breaches

Accessibility

Features ensuring the platform can be used by people with disabilities.

Audit Trail

Chronological record of user actions.

Community Engagement

Active participation in community initiatives.

Community Wellbeing

Overall social, emotional and physical health of the community.

Digital Identity

A user's verified online identity.

Eligibility

Criteria required to access services.

Engagement Score

Measure of positive participation.

Mutual Support

Exchange of assistance between members.

Outcome Tracking

Monitoring results of support provided.

Recognition Award

Badge, certificate or acknowledgement for contribution.

Trust Score

Internal measure based on verification and positive participation.

End of Section 22

This glossary serves as the definitive reference for terminology used throughout the Universal Society User Manual and should be updated whenever new features, programmes or services are introduced.

SECTION 23

Contact & Support

We're Here to Help

Universal Society is committed to providing timely, professional and compassionate support to every member of our community.

Whether you have a technical question, need help using the platform, wish to report a safeguarding concern, or want to discuss a business partnership, our dedicated support teams are available to assist.

Our aim is to:

- Respond quickly
- Resolve issues fairly
- Protect users
- Maintain platform safety
- Deliver excellent customer service

Contact Directory

Team	Purpose	Typical Response Time
Help Centre	General assistance	Within 24 hours
Technical Support	App and account issues	Within 24 hours
Safeguarding Team	Immediate safety concerns	As soon as possible
Volunteer Team	Volunteer support	1-2 working days
Service Provider Team	Provider verification and support	1-3 working days
Business Partnerships	Organisations and business enquires	2-5 working days
Community Partner Team	Councils, charities, NHS and partner organisations	2-5 working days
Complaints Team	Formal complaints and appeals	Within 5 working days

Help Centre

The Help Centre is the first place users should visit when they need assistance.

It contains:

- Frequently Asked Questions (FAQs)
- User guides
- Video tutorials
- Community Credits information
- Verification guidance
- Troubleshooting resources
- Safety advice
- Contact forms

The Help Centre is available **24 hours a day, 7 days a week**.

Technical Support

The Technical Support Team assists with platform-related issues, including:

- Login problems
- Password resets
- Account access
- Notifications
- Messaging issues
- Profile updates
- Account settings
- Technical errors
- App performance
- Software bugs

Support Team

The Support Team provides assistance with everyday platform enquiries, including:

- Community Credits
- Bookings
- Reviews
- General account questions
- Platform navigation
- User guidance

Safeguarding Team

The Safeguarding Team protects vulnerable users and investigates reports involving:

- Abuse
- Harassment
- Bullying
- Fraud
- Exploitation
- Children at risk
- Vulnerable adults
- Hate incidents
- Criminal behaviour
- Serious misconduct

High-risk safeguarding concerns are prioritised for immediate assessment.

Volunteer Team

The Volunteer Team supports registered volunteers with:

- Registration
- Identity verification
- DBS guidance
- Volunteer opportunities
- Community Credits
- Recognition awards
- Training
- Volunteer progression pathways

Service Provider Team

The Service Provider Team supports verified and prospective providers with:

- Verification applications
- Insurance requirements
- Qualification reviews
- DBS requirements
- Business profile management
- Marketplace listings
- Provider support

Business Partnerships

The Business Partnerships Team works with organisations wishing to collaborate with Universal Society, including:

- Local businesses
- National retailers
- Corporate sponsors
- Employers
- Housing associations
- Training providers
- Leisure providers
- Transport providers

The team also assists with sponsorship opportunities, Community Credits participation and promotional campaigns.

Community Partner Team

The Community Partner Team supports organisations such as:

- Local councils
- NHS organisations
- Charities
- Community Interest Companies (CICs)
- Schools
- Colleges
- Universities
- Faith organisations
- Community groups

The team assists with referrals, partnership onboarding, community initiatives and impact reporting.

Complaints

Universal Society aims to resolve complaints fairly, impartially and transparently.

Complaints may relate to:

- Platform decisions
- User behaviour
- Community Credits
- Reviews
- Verification
- Customer service
- Safeguarding procedures

Each complaint is acknowledged, reviewed and investigated in accordance with platform policies.

Emergency Information

Universal Society is not an emergency response service.

If someone is in immediate danger:

1. Contact your local emergency services immediately.
2. Follow the advice provided by emergency responders.
3. Once it is safe to do so, report the incident to Universal Society through the Safeguarding Team where appropriate.

Office Hours

Although the Universal Society platform operates 24 hours a day, 7 days a week, support services operate on different schedules.

Services	Availability
Platform	24/7
Help Centre	24/7
Live support	Monday - Friday (Business Hours)
Technical Support	Monday - Friday (Business Hours)
Volunteer Support	Monday - Friday (Business Hours)
Business Partnerships	Monday - Friday (Business Hours)
Community Partner Support	Monday - Friday (Business Hours)
Complaints & Investigations	Monday - Friday (Business Hours)
High-Risk Safeguarding	Prioritised immediately where required

Section Summary

Universal Society is committed to providing accessible, responsive and professional support for every member of the community. Whether you require technical assistance, safeguarding support, volunteer guidance, business partnership information or general help using the platform, the appropriate support team is available to assist. By working together, we can help maintain a safe, trusted and connected community for everyone.



UNIVERSAL SOCIETY

Universal Society is a community support and service exchange platform connecting people, organisations and businesses to create stronger, healthier and more inclusive communities.



OUR MISSION

To empower communities by connecting people, organisations and businesses to support, uplift and create opportunities for all.



OUR VISION

A world where everyone belongs, everyone contributes and every community thrives.



OUR VALUES

Compassion • Integrity • Inclusivity
Empowerment • Collaboration
Sustainability



CONNECT

Build meaningful connections within your community.



SUPPORT

Access and offer support when it matters most.



EMPOWER

Share skills, create opportunities and grow together.



IMPACT

Make a positive difference and strengthen communities.



GROW

Stronger communities lead to brighter, sustainable futures.

This User Manual Handbook is your guide to using the Universal Society platform. Whether you are a member, volunteer, service provider, business or community partner, this handbook will help you navigate the platform, understand its features and make the most of the opportunities available to you and your community.

Together, we can build safer communities, stronger connections and better futures for all.



SAFE, SECURE, TRUSTED

Your safety and privacy are our priority. Together, we create a trusted environment where everyone can connect, support and thrive.

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