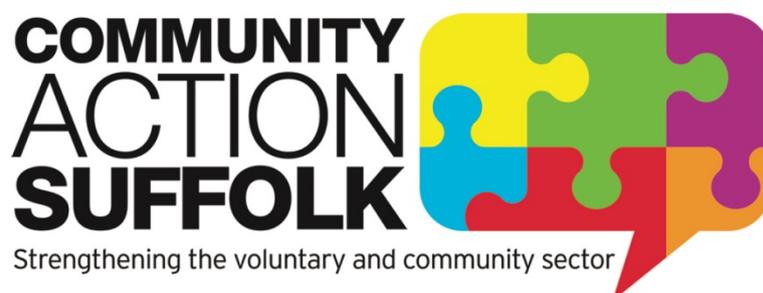


TOOLKIT TO SETTING UP A COORDINATED NETWORK OF VOLUNTEERS IN RESPONSE TO COVID-19

For residents setting up their own group



GUIDANCE TO SETTING UP A COORDINATED NETWORK OF VOLUNTEERS IN RESPONSE TO COVID-19

This guide is for groups that have come together and are co-ordinating volunteers on a larger scale than their immediate neighbours. For neighbourly responses where you are helping out those living close by, on an individual basis, please continue to do this. It is these smaller acts of kindness and compassion that will get us through this crisis.

If you are part of a group that is co-ordinating people to be 'volunteers' and you have a central hub co-ordinating and dispatching volunteers to help local people they don't know then you may want to put some structure in place. This is a guide to help you consider some of the challenges that you may face as the crisis continues over the following weeks and months.

We have also written a document which covers some very basic considerations if you are not ready to take on a more formal approach. You can find this on our website.

We understand that co-ordinating a volunteer response can be a huge undertaking and that you want volunteers and people accessing help to be protected and safeguarded where possible. Unfortunately, we are already seeing scams and people taking advantage of this unprecedented situation.

You may come across people that may be at risk and require involvement of Social Services, the information in here will help you and your volunteers know what to do in these circumstances.

Please let your local council know that you have set up to avoid duplication. It may be that you can work together and come under some of their structure. Or there may be a faith group or another group with a structure that you could partner with.

This is just a guide – we understand that you will do the best that you can in these circumstances. Please look after yourselves as a co-ordinating group or individual – avoid volunteer fatigue.

And...THANK YOU 😊

If you require more support please contact:

volunteering@communityactionsuffolk.org.uk

Please check the CAS website for updates and resources

<https://www.communityactionsuffolk.org.uk/2020/03/17/covid-19-resources-tips-and-information-for-vcse-organisations-in-suffolk/>

Organising Group

We would suggest that you have at least 2-3 people form a 'steering group' for your Emergency Covid-19 Volunteer Response. This crisis may last weeks or months so you need to avoid fatigue by sharing responsibility.

It is vital that you contact your Parish or Town Council to make them aware you are setting up a group to ensure a coordinated approach.

If you think you will need to access some funding to help with your efforts, you may need a constitution. We have provided an example at rear of pack.

Funding

To receive funding you will probably need to be constituted. [Suffolk Community Foundation has released a fund for groups to access emergency funds.](https://www.suffolkcf.org.uk/)
<https://www.suffolkcf.org.uk/>

Good Practice

Safeguarding

We would advise that you put in place guidance around safeguarding – so that if your or your volunteers come across an individual who is at risk you know what to do. You may find that there are people that are at risk because of the COVID-19 situation or you may find that you are discovering that there are people in your community who have been at risk or been neglecting themselves for some time. Link to CAS resources page [here](#).

We would advice that you sign up to Suffolk Trading Standards Community Champions <https://www.suffolk.gov.uk/community-and-safety/suffolk-trading-standards/become-a-consumer-champion/>

Privacy Notice

You will be collecting and holding personal and sensitive information. You have a responsibility to ensure you keep this information safe and not collecting information without purpose. Public information: GDPR does not inhibit use of data for coronavirus response. GDPR has a clause excepting work in the overwhelming public interest. No one should constrain work on responding to coronavirus due to data protection laws. There is a useful [blog](#) for community groups to follow.

Confidentiality Policy

You and your volunteers will be hearing information about your neighbours and you will want to make sure that information is not shared outside of your group.

Volunteer Sign Up

So that your volunteers are clear on the expectations for them as a volunteer for your group, it is an idea to have Volunteer agreement.

You might want to put together a letter for each volunteer stating that they are volunteering with your group and a phone number for people to call and check who they are.

To recruit new volunteers social media is very effective and you can advertise on www.volunteersuffolk.org.uk

Insurance

You may already have Public Liability Insurance (that covers volunteers). We would advise informing them of your temporary change in activity. If you do not have insurance you may want to take out a policy. A Google will help you find such companies as PolicyBee and Zurich.

Volunteers

You may already have a number of volunteers that are prepared and willing to help people self-isolating in the community. There are some roles that may require DBS checked volunteers and others that won't. There can be roles for people that are in self-isolation.

This is an unprecedented situation, we are advising you of what regulations are for DBS. We leave the decision to you as to how you manage DBS checking and volunteers.

The Government had guidance for DBS and volunteers.

<https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs>

If you recruit volunteers that need a DBS check Community Action Suffolk can support you with this. Please be aware that the process has changed for checking ID. They cost £12 a check for administration costs. Please speak to us if funding is an issue.

Volunteers who are in self-isolation are perfect for making telephone calls or being your duty phone handler.

FREE SERVICE

Do you need to create a central phone number for your community to ring to request help or offer to volunteer?

This is a new LOCAL COMMUNITY SUPPORT TELEPHONE LINE service

Helping local communities & support groups throughout COVID-19

<https://www.switchboardfree.co.uk/free-community-support-line>

(This covers outbound costs from Volunteer Phone line, to arrange support, may involve small cost if you opt for this additional service).

Ideas for your volunteers include:

Shopping, collecting and dropping off prescriptions and medical tests,

Checking/ reassurance with a phone call. putting together care packs, dog walking cooking meals (not delivering them) online well-being support such as virtual book clubs, virtual exercise clubs, virtual craft clubs, virtual singing clubs, small-scale gardening.

Please use www.volunteersuffolk.org.uk to advertise your volunteer opportunities – we envisage that there will be a lot of people looking to help groups like yours over the coming weeks and months. As volunteers and employees are not required for their usual roles they may be looking to do something locally – of which some will already have DBS.

Managing and Looking after your volunteers

As time goes on you will want to ensure you are looking after your volunteers to help keep them motivated, informed and their health and wellbeing is considered. We will be updating the resources on our website on these topics, so please do check back.

Administration

Good Neighbour Schemes who already offer a co-ordinated volunteer response to their community operate around a centrally held mobile phone. This number is shared to the community and they can call and ask for help. There is usually a rota of 'duty phone handlers' that hold the phone for a period of time and co-ordinate the calls in and the volunteers. You will need to decide how you wish to do this. We would advise purchasing (or someone may have on old spare phone) a PAYG phone for this purpose. If the phone is being passed between Duty Phone Handlers this will need to be done in a way that minimises the risk of contamination.

Or you may choose to have a few phone responders using their own phone and publicise this. You may already have an office phone number that you can use and then divert calls from that to phone holders own phones.

You will need to consider volunteer fatigue with these roles, as the crises goes on the phone handlers can find it a strain and also emotionally challenging at times. Look after your phone handlers – provide opportunity for them to de-brief.

We have included in this pack example templates of how you might co-ordinate the phone calls.

Insurance

You may want to consider Public Liability Insurance to cover your volunteers if they have an accident. Volunteer drivers are covered under their own car insurance – they would be advised to let their insurer know and they shouldn't be charged a premium.

Risk Assessment

We have included an example risk assessment for Covid-19 and Good Neighbour type activity. If you use this you will need to adapt it for your own group and ensure you review it regularly.

Volunteering during Strict Measures about leaving the house ‘Lock down’

Unless Government guidance changes, volunteers can still help out those in their community. Please exercise sensible action over this. Limit shopping trips and deliveries as much as you can. Perhaps collate lists and only do the shopping once or twice a day – rather than volunteers going out repeatedly on shopping errands.

People most at risk

Letters are being sent telling 1.5 million people in England most at risk of coronavirus to stay at home.

They will receive letters or text messages strongly advising them not to go out for 12 weeks to protect themselves, the government said. They will have a phone line that they can use for help and support. The GoodSam App has been launched to recruit the volunteers to support these most vulnerable people.

Publicising your Offer

You will know your community best and how best to advertise your offer. We remind you to use both online and offline methods to communicate. You may find a local business or councils will offer to print off flyers for you.

Please let Community Action Suffolk know what you are doing so that we can map the offer across the county www.communityactionsuffolk.org.uk

Please register your group on the Suffolk based Tribe Volunteer App for the campaign Home but Not Alone.

The service will mean willing charities, town and parish councils, community and religious groups can all log their details and offers of support on an app, while people who need help can phone to request support.

While the app is tweaked, you may need to register as an individual and write in the Bio that you are a group of volunteers and your offer.

HOME, BUT NOT ALONE

Connecting volunteers and vulnerable people in Suffolk

DOWNLOAD

Tribe - Volunteer
APP TO VOLUNTEER



Need a volunteer's help? Call: **0800 876 6926**

#COVID19SUFFOLK

For support and guidance please contact your Communities officer at your district council or Suffolk County Council. You can also contact Community Action Suffolk at volunteering@communityactionsuffolk.org.uk

Please check the CAS website for updates and resources

<https://www.communityactionsuffolk.org.uk/2020/03/17/covid-19-resources-tips-and-information-for-vcse-organisations-in-suffolk/>

EXAMPLE TEMPLATES AND POLICIES INDEX

We have included in this information pack some good practice policies and templates to help you.

- Safeguarding Policy and Procedure
- Reporting Procedure for Safeguarding Concerns
- Keeping Safe and Sound: Code of Practice
- Example Constitution
- Example Volunteer Role Description/Agreement
- Confidentiality Agreement for Volunteers
- Example Community Role Description – in response to COVID-19
- Data Protection: GDPR
- Record of Requests for Support
- Volunteer Availability
- Template Risk Assessment

SAFEGUARDING POLICY AND PROCEDURE

This policy sets out the best practice for our Group to respond to safeguarding concerns.

'Safeguarding' is about protecting a child or adult's right to live in safety, free from abuse and neglect. Safeguarding is everyone's responsibility'.

Definitions:

A child is classified as anyone under the age of 18 years of age.

An '**Adult at risk of abuse**' refers to someone over 18 years old who, according to the Care Act 2015:

- Has care and support needs
- Is experiencing, or is at risk of, abuse or neglect
- As a result of their care and support needs is unable to protect him or herself against the abuse or neglect or the risk of it.

This policy and procedure applies to all staff, volunteers and service users

As a Group/organisation we will:

- Have a zero tolerance approach to abuse. We cannot and will not ignore abuse.
- Tell volunteers and staff how to recognise possible abuse and how to report their concerns
- Actively work to prevent abuse from occurring within the group and respond appropriately if abuse or neglect has occurred.
- Report all concerns of abuse, including any concerns relating to staff and volunteers, to the relevant internal and external people quickly and appropriately.
- Have a designated lead for safeguarding
- Have appropriate recruitment of our staff and volunteers, including knowing when to obtain a DBS check.
- Ensure that appropriate safeguarding policies and procedures are adopted, used and monitored.
- Ensure that systems are in place for concerns to be raised.
- Ensure that staff/volunteers are not placed in situations which could make them particularly vulnerable.
- Ensure that people who use our group are not placed in situations which could make them vulnerable.

As Staff and Volunteers we will

- understand the safeguarding responsibilities which are part of our role
- always act, and be seen to act, in the child's and/or adult's best interests
- avoid any conduct which would lead any reasonable person to question our motivation and intentions
- take responsibility for our own actions and behaviour

4. REVISION HISTORY

This policy and related guidance will be monitored by the XXXX on a regular basis for compliance and will be reviewed at least annually.

| Date approved/amended | Signed |
|------------------------------|---------------|
| | |

Reporting Procedure for Safeguarding Concerns (brief)

Is the child/ adult at risk of immediate harm?

Yes

If the person is at immediate risk of harm or needs medical attention call **999** to contact the ambulance service and/or the police and follow the advice given. As soon as possible (but within 24 hours) follow the reporting steps on the right.

Remember it is not your role to decide if abuse has happened.

You may hold a valuable piece of the jigsaw in the knowledge you have that the Safeguarding Lead or Suffolk Safeguarding Professionals may need to keep someone safe

It is your role to pass your concerns to your Safeguarding Lead.

You may be worried about an adult but find they do not fall into the categories that define an 'Adult at Risk of abuse' in the policy. In which case the situation might not be classed as a 'safeguarding' matter but could possibly be a 'welfare or wellbeing' matter. This just means that the person may need a different kind of support that is available from other, non-safeguarding, professionals.)

Tell your safeguarding Lead!

No

Speak with the Safeguarding Lead for your Good Neighbour Scheme who is;

INSERT NAME AND PHONE NUMBER HERE

If there is a safeguarding concern they will then either: make a safeguarding referral initially by phone to Customer First on **0808 800 4005**, or,

seek advice from the MASH (Multi Agency Safeguarding Hub) on what action to take next if they need guidance and inform you as appropriate.

MASH Professional Consultation Line on **03456 061 499** or via webchat <https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/mash/>

If the Safeguarding Lead for your Good Neighbour Scheme is not available and you think that waiting until they are available could cause a delay and leave a child or adult at risk of harm you can contact the MASH (Multi Agency Safeguarding Hub) professional support line for guidance on what action to take next. Follow their guidance.

Record the concern and send it securely within 24 hours in writing to your Safeguarding Lead including the following:

Who was at risk and who was involved, were there children in the family? What had happened? When did the event(s) happen? Where did it happen? Why are you concerned?

Remember that all of your notes may be useful and could be used at a later date so make sure that they:

- are factual and not full of opinion.
- always use the same words the person used when they told you about the situation
- include the full date.

Keeping safe and sound: Code of Practice

Covid-19 Emergency response

It is the policy of this Group to safeguard the welfare of all people that we support, protecting them from neglect and other forms of abuse. All Group members have a duty to report concerns or suspicions and a right to do so in confidence and free from harassment.

Code of behaviour - Our Group will:

- treat everyone with dignity and respect
 - treat all people fairly
 - remember that we have been placed in a position of trust
 - report all safeguarding allegations, suspicions and concerns immediately
 - remember that someone may misinterpret our actions
 - act within appropriate Group boundaries and policies
 - create an honest culture, where people can challenge inappropriate attitudes or behaviours
 - make people aware of our safeguarding policy and procedure
-

What to do if a person tells you they are being abused. You must:

1. Check that they are safe from immediate harm, if they are not safe call 999 and ask for the police and/or ambulance
 2. Listen. Allow them to speak without interruption, and accept what they say
 3. Be understanding and do not give your opinion
 4. Tell them you must pass the information on to your Safeguarding Lead
 5. Tell your Group's Safeguarding Lead immediately
 6. Write careful notes of what was said using the actual words
 7. Include; who was at risk and who was involved, were there children in the family? What had happened? When did the event(s) happen? Where did it happen? Why are you concerned? The time and date
 8. Sign and pass your notes to your Safeguarding Lead
-

If you are concerned about the welfare of a child or adult or there is a concern, complaint or allegation about an adult or yourself, inside or outside your group, you must:

1. Tell your Safeguarding Lead immediately
2. Write careful notes of what you witnessed, heard or were told. Include; **Who** was at risk and who was involved, **Were** there children in the family? **What** had happened? **When** did the event(s) happen? **Where** did it happen? **Why** are you concerned? Include the time and date and full names of those involved
3. Sign and pass your notes securely to your Safeguarding Lead asap (with 24 hours)

It is your duty to report ALL safeguarding concerns as a matter of urgency following the correct process.

If a person is at immediate risk of significant harm call 999 and request Police and/or ambulance.

Keeping safe and sound: Code of Practice

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 8. Sign and pass your notes to your Safeguarding Lead
-

If you are concerned about the welfare of a child or adult or there is a concern, complaint or allegation about an adult or yourself, inside or outside GNS, you must:

1. Tell your Safeguarding Lead immediately
2. Write careful notes of what you witnessed, heard or were told. Include; **Who** was at risk and who was involved, **Were** there children in the family? **What** had happened? **When** did the event(s) happen? **Where** did it happen? **Why** are you concerned? Include the time and date and full names of those involved
3. Sign and pass your notes securely to your Safeguarding Lead asap (with 24 hours)

It is your duty to report ALL safeguarding concerns as a matter of urgency following the correct process.

If a person is at immediate risk of significant harm call 999 and request Police and/or ambulance.

Use this side for your notes including your Safeguarding Lead's contact details

Safeguarding Lead:

Name:

Phone:

Email:

Use this side for your notes including your Safeguarding Lead's contact details

Safeguarding Lead:

Name:

Phone:

Email:

DRAFT

EXAMPLE CONSTITUTION

STATUS

The organisation is a not for profit organisation. No member is entitled to any payment for services rendered but may be reimbursed any reasonable expenditure incurred in providing such services.

AIMS

To provide short term help to the residents of xxxxx such as domestic support and household assistance, with the use of local volunteers. Also to encourage self-help and friendship within the local community.

MEMBERS

An Annual General Meeting shall be held each year in the month of April or as soon as practicable after that time.

An Extraordinary General shall be convened by a decision of the management committee or on the written request of three members lodged with the Secretary who shall issue Notice of the meeting within two weeks of receiving the request.

The minimum notice of any general meeting shall be a clear 14 days and notice shall be sent to all members of any general meeting, such Notice to be given by written notice left at, or sent to, each member's last known address, or by email.

The quorum for a general meeting shall be one third of the number of members as at the date that Notice of the meeting is issued.

Unless not present at the meeting, or being unwilling to do so, the chair of the Management Committee will take the chair at any general meeting.

MANAGEMENT COMMITTEE PROCEDURE

The Management Committee shall be elected at the Annual General Meeting and shall consist of the Honorary Officers and such other members as are prepared to act as committee members and who are elected to that office.

The Honorary Officers shall comprise the Chairman, Secretary and Treasurer.

The members of the Management Committee shall be elected to hold office until the next Annual General Meeting.

Members of the Management Committee may offer themselves for re-election at subsequent Annual General Meetings.

The quorum for Management Committee meetings shall be set by the committee, but shall never be less than one third of the total number of committee members.

The first Management Committee shall consist of members of the Steering Group elected at the inaugural meeting, and shall hold office until the first Annual General Meeting.

The first Honorary Officers shall be appointed by the Management Committee.

In the event that an Honorary Office becomes vacant prior to an Annual General Meeting the Management Committee are authorised to co-opt a member of the organisation to fill the vacancy until the next Annual General Meeting.

The Management Committee are authorised to co-opt new members of the committee, such co-opted members to hold office until the next Annual General Meeting.

The Management Committee shall make all arrangements for the provision of services to meet the Aims of the organisation.

BANK ACCOUNT

All funds of the organisation shall be held in a bank account opened in the name of the organisation, apart from a cash float of up to £50 to be held by the treasurer to enable the payment of minor expenditure items.

Cheques on the account shall be signed by two authorised signatories as nominated by the Management Committee.

ACCOUNTS

The Treasurer will maintain records of all Income and Expenditure and will present a financial report to each Management Committee meeting detailing income received and expenditure incurred since the last committee meeting, current balance of funds held and any items of income or expenditure known to be expected.

The Treasurer will prepare an Income & Expenditure Statement at the end of the organisation's financial year at 31st March annually or such other date as may be agreed, in time for this to be issued with Notice of Annual General Meeting.

The Treasurer will arrange for the Income & Expenditure statement to be subject to an independent review by a qualified person, or to an audit if the annual expenditure is such that legislation requires the accounts to be audited.

CHANGES TO THE CONSTITUTION

The Constitution may be altered by a two thirds majority resolution of the members present at an Extraordinary General Meeting of which the required Notice has been given, and which clearly sets out the proposed amendment/s to the Constitution.

Dissolution Should it become necessary to wind up the organisation any residual funds or other assets shall be donated to a local charity or charities.

Confirmed as adopted at a meeting of the Management Committee held on

..... (Date) Signed by

..... (Chairman)

..... (Secretary)

EXAMPLE VOLUNTEER ROLE DESCRIPTION/AGREEMENT

Title of the role: Covid-19 Emergency Response Volunteer

Objectives: Support residents of ***** in self-isolation

Tasks agreed

Tier 1: Volunteers who have a current DBS and would be willing to carrying out non-personal care tasks to assist people with care and support needs. Such tasks where handling money is involved or being the co-ordinating phone handler.

Tier 2: Volunteers that do not have a DBS can help with shopping, checking in with people by telephone, putting together care packs, dog walking cooking meals (not delivering them) online well-being support such as virtual book clubs, exercise clubs, craft clubs, singing clubs, small-scale gardening.

The name of the person to contact: *****

Expectation of behaviour:

- 1) To perform my volunteering role to the best of my ability
- 2) To follow the group's procedures and standards, including health and safety procedures.
- 3) To maintain the confidential information of all who become involved with it.
- 4) To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. NEITHER OF US INTENDS ANY EMPLOYMENT RELATIONSHIP TO BE CREATED EITHER NOW OR AT ANY TIME IN THE FUTURE.

| | |
|-----------------------------|------------|
| Volunteer Details | Name: |
| | Signature: |
| | Date: |
| Group Representative | Name: |
| | Signature: |
| | Date: |

CONFIDENTIALITY AGREEMENT FOR VOLUNTEERS

In the course of your associated role with the group, you may have access to, see or hear, confidential information concerning personal affairs of Clients or Volunteers. Unless acting on the instructions of an authorised person within the group, on no account should such information be divulged or discussed except in the performance of your normal duties. This is a requirement of the General Data Protection Regulation (GDPR) effective 25/05/2018.

You must ensure that all records, including computer screens and computer printouts of any Clients or Volunteers, are never left in such a manner that unauthorised persons can obtain access to them. Computer screens must always be cleared when left unattended and you must ensure you log out of computer systems.

Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

I have read, understand and agree to the terms and conditions set out above.

Signature

Name (print)

Date signed

EXAMPLE COMMUNITY ROLE DESCRIPTION IN RESPONSE TO COVID-19

1. Telephone Checking-In

Does not require a DBS check

- Volunteers calling other volunteers or immediate and local neighbours.
- 'Checking-in' means offering a friendly voice to those isolated.
- It does not mean offering advice. You must be careful what conversations are taking place. You should have a directory of referral agencies for people needing further advice or guidance.

2. Shopping

Does not require a DBS check, if:

- You are not handling money or a cash card.
- A solution to this could be suggesting 'Click and Collect', or payments in advance.
- You should wash your hands or use a hand sanitiser before and after your visit.

Does require a DBS check if you are *handling* cash or debit / cash cards.

3. Prescriptions / Picking up of medical items

Does not require a DBS check if:

- You are not handling money or a cash card.
- A solution to this could be suggesting 'Click and Collect' or payments in advance.
- For many people in your community, prescriptions will already have been paid for in advance. It is worth checking this in advance.
- You should wash your hands or use a hand sanitiser before and after your visit.

4. Dog Walking

Does not require a DBS check

- We would recommend you not getting too close to the dog owner. Stay 2 metres or 3 steps away, and consider picking up the pet from the porch, or front garden if it is safe to do so.
- Consider using your own lead, poo bags and treats.
- You should wash your hands or use a hand sanitiser before and after your visit.
- Ask the owner if extra help is needed like fetching pet food or medication, or indeed urgent vet visits.

5. Leaflet Dropping

Does not require a DBS check

- Volunteers dropping leaflets through doors of local and immediate neighbours notifying of local help and support available.
- We would recommend you not getting too close to the house owner. Remember to Stay 2 metres or 3 steps away from anyone you come into contact with.
- You should wash your hands or use a hand sanitiser before and after your visit.

DBS:

For further information on DSB please refer to the government guidelines, which can be found [here](#).

***** – Data Protection (GDPR)

***** is a local support group, made up of local volunteers to support vulnerable people during the Coronavirus outbreak. The ***** is set up to help the residents of ***** with tasks such as shopping, transport, befriending, and basic support during isolation caused by the virus. Public information: GDPR does not inhibit use of data for coronavirus response. GDPR has a clause excepting work in the overwhelming public interest. No one should constrain work on responding to coronavirus due to data protection laws.

Privacy Notice

As a client or volunteer with ***** we will ask you to provide certain personal information about yourself which includes your name, contact details, and sometimes any medical history/conditions you may have that will help us to provide our services to you.

Introduction

This document explains how ***** , who is the ‘data Controller’ use the data you provide to us.

Why we need your information

We use personal data to help us provide the most appropriate level of service to our scheme users and volunteers. Without this information ***** would not be able to provide the services we currently offer to the local community.

Whose data do we collect?

We hold data on those who wish to use the services of, volunteer with or otherwise support the work of *****.

How we obtain your data

Most of the information we hold about you is or has been provided directly to us by you.

In some cases we may collect data from someone else. This may be by referral from a relative, friend, medical or social services, where necessary, in order to help us to provide our services to you.

What we do with your data and why

The main purposes of our data processing are to:

- provide appropriate help and services to the users of *****
- communicate with you about ***
- administer our services where we match volunteers with *****clients

We may use data obtained from other people or organisations to ensure that your contact details are kept up to date, to plan our services and to ensure that appropriate due diligence is carried out to safeguard the volunteers and service users of *****

We collect and record the following information (from the data provided by you or your representative) when completing our client service request form, volunteer application form or other ***** (manual or electronic) forms used to help us provide services, information or fundraising activities:

- Name(s) and address, email, phone number and other relevant contact details.
- Your current or past medical history that we need and is necessary for us provide the appropriate level of service to you. Where this is not required for us to provide our services to you we will not collect this data from you
- Relevant next of kin, family or friends contact details that we require and are necessary in case of emergency contact.
- Records of donations, Gift Aid status etc.
- Records of volunteering for *****, information about our relationship with you, including correspondence, meeting notes, attendance at appointments etc.
- Information necessary for us to manage funds you provided to enable us to provide our services to you e.g. shopping, paying bills etc. on your behalf.

Protecting your data

We keep your data secure with appropriate data security in place. This will be either locked cabinets for manual forms and password protected files stored electronically. Only those members of ***** and those otherwise authorised will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to.

Examples are given below:

- We may share basic information about you with a ***** volunteer who has been assigned to help you as part of their role within *****.
- In an emergency we may share your personal data and medical history with emergency services, NHS, social services or other statutory organisation, or where we are legally required to do so in order to provide the appropriate level of care and support to you.
- We may pass some or all of the information we hold on you to other organisations (Data Processors). An example would be providing data to medical or social service providers or to a maintenance contractor or other similar service provider in order to help you at your request or at the request of a person acting on your behalf.
- Data Processors, with whom we share data, are not allowed to do anything with your data other than that which we have requested.
- We will never share your data with third parties for marketing purposes.

Our responsibilities

The law requires us to tell you the basis on which we process your data.

- Some activities (for example sending you emails, letters or leaflets which promote the *****) general activities require your consent. If the law requires your consent to process data in a certain way then we will obtain it before carrying out that activity. This will not stop you from using the services of ****
- Where consent is given we keep a record of when and how we got consent from you. We also keep a record of exactly what you were told at the time you gave your consent.
- Where consent is given we will record special category data such as your medical history or current health condition(s) only where necessary and for the purpose of providing our services to you.
- In all other cases (i.e. providing care scheme/Good Neighbour services) the law allows us to process your data if it is in our and your legitimate interest (in a way that you would expect the data to be used) to do so, but only so long as we need to and your “interests or your fundamental rights and freedoms are not overriding”.

Retaining your data

We will keep data for as long as is needed to complete the task for which it was collected. We will only keep the data for as long as is needed to provide our services to you.

Your rights

The law requires us to let you know that you have a number of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time. You can refuse to give your consent but this will not stop you from using the services provided by ****.
- You can have any incorrect data we hold about you corrected.
- You will be informed of any new uses of your personal data before we start processing it. Where we rely on our legitimate interest to process data, you may ask us to stop doing so. You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. Activities like processing Gift Aid donations may mean we cannot entirely stop processing your data. We will always endeavour to comply with such a request, however.
- If you are not satisfied with the way we have processed your data then you can complain to the Office of the Information Commissioner.

Contacting us

If you have any questions about this privacy notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, please contact:

DRAFT

| | | |
|--|--|--|
| <p>Name of Group: Good Neighbour Scheme</p> | <p>Activity: <i>Good Neighbour Scheme Activity –Telephone Check-in service, Shopping, Dog walking, Prescriptions, picking up of medical items, leaflet dropping</i></p> | |
| <p>Date:</p> | <p>Review Date</p> | <p>People at Risk: Volunteers & Service Users</p> |

TEMPLATE RISK ASSESSMENT TO BE COMPLETED BY THE LOCAL GOOD NEIGHBOUR SCHEME.

FOLLOWING THIS RISK ASSESSMENT WILL NOT GUARANTEE SERVICE USERS OR VOLUNTEERS WILL NOT CATCH COVID-19 CORONAVIRUS. COMMUNITY ACTION SUFFOLK DOES NOT TAKE RESPONSIBILITY FOR THIS TEMPLATE.

IN THE CURRENT CLIMATE, THIS IS A WORKING DOCUMENT, WHICH WILL NEED TO BE REVIEWED REGULARLY.

PLEASE FOLLOW GOVERNMENT ADVICE : <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Risk Evaluation

| Hazard | Risk | Initial Rating (L, M, H,) | Existing Control Measures | Final Rating (L, M, H,) | Additional Action Required (action by whom and completion date) |
|--------------------|---|------------------------------|--|----------------------------|--|
| Telephone Check-In | Vulnerable client group being called by telephone | | <ul style="list-style-type: none"> • Volunteer is a validated GNS volunteer. • Clear guidance given to volunteer. | | Volunteer provides feedback to GNS Phone holder / Chair to report on the content of conversations and emerging need within the community. |
| Shopping | <p>Covid-19 Coronavirus spread to volunteer or service user</p> <p>Vulnerable client group being serviced</p> | | <ul style="list-style-type: none"> • -Volunteer is a validated GNS volunteer. • -Clear guidance given to volunteer. • Only volunteers who have DBS checks will pay for shopping with cash / card. | | <p>Volunteers who do <u>not</u> have a DBS check will only collect shopping that has been previously paid. Examples of this will be click and collet or payment in advance.</p> <p>Follow advice on social distancing:</p> <p>Follow government guidance & undertake risk assessment</p> <p>https://publichealthmatters.blog.gov.uk/2020/03/04/coronavirus-covid-19-what-is-social-distancing/</p> <p>Service users and volunteers thoroughly wash or sanitise hands upon arrival and regularly during activity (according to current official guidelines) – Guidelines sent to volunteers by their GNS Committee – Completion and promotion on-going</p> |

| Hazard | Risk | Initial Rating (L, M, H,) | Existing Control Measures | Final Rating (L, M, H,) | Additional Action Required (action by whom and completion date) |
|--|---|------------------------------|---|----------------------------|---|
| | | | | | during pandemic Drop food on doorstep |
| Prescriptions / Pick up and dropping off of medical items | Covid-19 Coronavirus spread to volunteer or service user Vulnerable client group being serviced | | <ul style="list-style-type: none"> -Volunteer is a validated GNS volunteer. -Clear guidance given to volunteer. Only volunteers who have DBS checks will pay for prescriptions with cash / card. | | <p>Volunteers who do <u>not</u> have a DBS check will only collect prescriptions that has been previously paid. Examples of this will be click and collect or payment in advance.</p> <p>Follow government guidance & undertake risk assessment</p> <p>https://publichealthmatters.blog.gov.uk/2020/03/04/coronavirus-covid-19-what-is-social-distancing/</p> <p>Service users and volunteers thoroughly wash or sanitise hands upon arrival and regularly during activity (according to current official guidelines) – Guidelines sent to volunteers by their GNS Committee – Completion and promotion on-going during pandemic</p> |
| Dog Walking | Covid-19 Coronavirus spread to volunteer or service user Vulnerable client | | <p>Volunteer is a validated GNS volunteer.</p> <p>-Clear guidance given to volunteer.</p> | | <p>Not get too close to the dog owner.</p> <p>Stay 2 metres or 3 steps away , and consider picking up the pet from the porch, or front garden if it is safe to do so.</p> <p>Use own lead, poo bags and treats.</p> |

| Hazard | Risk | Initial Rating (L, M, H,) | Existing Control Measures | Final Rating (L, M, H,) | Additional Action Required (action by whom and completion date) |
|------------------|---|------------------------------|--|----------------------------|---|
| | group being serviced | | | | Wash your hands or use a hand sanitiser before and after your visit. |
| Leaflet Dropping | Covid-19 Coronavirus spread to volunteer or service user Vulnerable client group being serviced | | Volunteer is a validated GNS volunteer. -Clear guidance given to volunteer. | | Refrain from physical contact and remain 2 metres/ 6 feet apart Wash your hands or use a hand sanitiser before and after your visit. |

Further advice to help you complete your risk assessment.

Coronavirus (COVID-19): What is social distancing?

<https://publichealthmatters.blog.gov.uk/2020/03/04/coronavirus-covid-19-what-is-social-distancing/>

Stay at home: guidance for people with confirmed or possible coronavirus (COVID-19) infection

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

World Health Organisation <https://www.epi-win.com/covid-19-faqs>

Handling Money and payments for shopping

Options for Volunteers/groups supporting individuals with no local family or friends

| Option | Description | Pros | Cons | Further info |
|---------------|--|------------------------------|---|---|
| Option 1 | Recipient/family pays shop online / over the phone – volunteer then collects and delivers the shopping. | Secure | Payment online/tel | Might need family can offer support to set up an account for them if needs be. |
| Option 2 | Payment by cheque – older people particularly may still have access to a cheque book | Secure | | Banks may be able to issue cheque books |
| Option 3 | Recipient / family member or community group set up local arrangements with their nearby stores for them to accept payments over the phone. | Secure | Not many supermarkets offer this | NHS - Good SAM app follows this option |
| Option 4 | Volunteer expenses paid by a community group. The volunteer does the shop and pays for it, then provides a copy of the receipt to the community group for reimbursement as expenses. The recipient of the goods pays the community group, before or after the delivery. | | Matching receipt to individuals. Process heavy. Group needs a bank acc. | The community group needs money available in a bank account and a process for paying individual volunteer expenses Suffolk Community Foundation Emergency fund that groups can access – but need to be constituted. |
| Option 5 | Local Town or Parish Council holds funding We have developed a system where volunteers use our petty cash to do the shopping and then recipients make payment over the phone via our local council. | | Payment over phone Not all councils offer | SALC looking into this option further A few in Suffolk already have this in place |
| Option 6 | Local Council or VCSE organisation bulk purchases food and makes up food boxes of key supplies at £30 and taking card payments over the phone and then volunteers delivering. | | Food boxes may not contain what is needed | |
| Option 7 | Vouchers from supermarkets Co-op have ordered further vouchers to be printed due to arrive around 8 th April. However we are not in a position to donate vouchers at this time but they | Available with coop and Aldi | | Co-op have ordered further vouchers to be printed to arrive around 8 th April. enquiries@eastofengland.coop Encourage other supermarkets to do |

| | | | | |
|--------------------|--|--|---|------|
| | can be purchased please email enquiries@eastofengland.coop | | | this |
| Last resort option | Between volunteer and recipient direct -Volunteer pays for the shopping using their personal card or cash, keeps receipts, and the recipient settles up with them by cash, cheque or online payment. | | Lack of cash Theft Infection spread | |

Framlingham Hour Community

Probably the biggest difficulty has been addressing the issue of payment for the vulnerable and elderly's shopping as they no longer have access to cash as they cant get to the post office and or hole in the wall. and obviously it is illegal for one of the volunteers to take their card and pin to purchase things. We have now set up a credit account in our accounting system where the vulnerable, elderly or a relative can deposit money for their purchases, which seems to be working and relieving anxiety. We have also secured some money from the town council tom underwrite any loses we might incur during this period, especially if we need to get food for those who would normally have used a food bank.