

Good Practice for Covid-19 Support Volunteers and Groups

Within this short guide you will find information from a range of organisations to help you to help your community safely and effectively.

If you need any further support or guidance please do get in touch with us here at Amber Valley CVS, we are here to help!

Telephone 01773 512076 (Monday-Friday 10am-4pm)

Email: admin@avcvs.org

Website: avcvs.org

Good practice for volunteers

(guidance adapted from Derbyshire County Council)

- Make sure you have ID with you and encourage people to challenge your credentials as a volunteer. Alternatives to having an actual ID card include asking the person you are supporting to choose a 'code word', each time you contact them they can ask for this code word to reassure them that you are their volunteer.
- Work as part of a recognised group that is registered with the local voluntary community service or the community response unit. Contact Amber Valley CVS to find out more about local opportunities. If you are supporting neighbours in your local area independently stay as local to your home as possible where neighbours and residents are more likely to already know and recognise you.
- Take correct precautions and prevent infection by observing social distancing guidelines at all times (remaining 2m apart from any individual you do not live with).
- Try to avoid using public transport.
- Avoid handling money where possible – try to arrange only to pick up and deliver items that have been pre-paid for, if not, where possible try to use a secure, traceable payment such as Paypal goods and services. If handling money is unavoidable then have a clear plastic bag for the person to place the money into and make sure you wash your hands. Amber Valley CVS can provide support for those isolating to gain access to funds in a variety of ways including providing police checked volunteers/ staff to use an ATM on the individual's behalf or signposting to services such as AGE UK.
- Do not enter into someone's home, even the hallway/porch
- Knock on the door and step back 2 meters before it is opened to enable you to talk safely to the person - they should place the items for collection on the floor and go back into the house for you to pick them up.
- If you are dropping off supplies, place them on the doorstep, knock on the door or ring the bell (use a glove) and then step back 2 meters
- Check the safety of the products delivered. Check any packaging is sealed and the temperature of product on delivery e.g. If it's meant to be frozen, is it still frozen?
- Recommend that recipients wash shopping wherever possible and wash their hands after touching it
- Ensure you follow advice on good hygiene and wash your hands with soap and water for at least 20 seconds or use a hand sanitiser. If you are out and about consider using a bottle of water, hand soap and your own towel
- Take care when handling any items which may be given to people who may have compromised immune systems. The virus can live on inanimate surfaces for up to 24 hours
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Avoid touching your eyes, nose and mouth

- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people. This includes door handles, stair rails, door knockers/bells
- Do not visit if you are unwell or anyone in your house is self-isolating and make alternative arrangements
- Look after your own well-being and physical health during this time.

And please do not:

- take or ask for any bank cards/PINs or cheques from people you're supporting unless as part of an authorised support network with the correct audit trail in place (Ask Amber Valley CVS for help with this)
- enter people's homes, think about their safety - also think about distancing and not transferring germs
- expect payment once you have offered to provide support for people for free
- post any details of a vulnerable person online such as on social media websites - even in a closed Facebook group.

Money handling guidelines

- Keep an auditable trail of any transactions involving money, for your own safety, and be transparent in what you do, with a someone else involved in checking what you are doing.
- Don't accept gifts, any item from the shopping but you can claim mileage at 40-45p per mile, from your organisation or if offered (See 'Out of Pocket Expenses' section).
- If you do need to handle cash a process for shopping that could be used is as follows:
 - Obtain a shopping list – notate with a reference such as Mr P or Mrs C, but do not take personal data in to the shop
 - Shop and obtain a receipt
 - Deliver the shopping with the receipt. Place the receipt in a clear plastic bag so it can be handed over easily and seen by the recipient. The recipient can then add cash to the bag to be returned to the volunteer. This ensures full visibility for all involved and neither parties need to handle cash or receipts directly.
 - Get the shopping list signed and either take a photo of the receipt with the signed list so its readable or keep the receipt. Write on any mileage paid (use an online option to calculate mileage for transparency).

Amber Valley CVS can provide support for those isolating to gain access to funds in a variety of ways including providing police checked volunteers/ staff to use an ATM on the individual's behalf or signposting to services such as AGE UK (details on the following pages).



Money Support Service



Thanks to the timely, generous support of the Derbyshire Police and Crime Commissioner we are able to provide specialist support for older people who need practical support to pay for shopping during the social distancing and shielding restrictions.

For many older people the current restrictions have presented challenges to their normal money management for shopping. Whilst there has been a wonderful community response with support to fetch shopping and prescriptions all the offers of help rely on a safe way of paying a volunteer for the shopping. The restrictions mean older people are even more vulnerable to financial abuse or they have avoided using available help because they cannot pay. We are seeing a growing problem now that stocks of cash held at home is dwindling, or larders and freezer stocks are depleted and older people reach crisis point. Alongside this is a silent crisis of older people being financially abused by sharing pin numbers or credit/debit cards and this abuse may extend long after the current restrictions are lifted.

AUKDD would like to offer our expertise, carefully recruited and checked staff and volunteers, our resources and reach to provide a money support service to complement local shopping services.

We can offer:

- A bespoke service designed to meet individual needs and resources.
- Income maximisation checks and follow-up information and advice to build resilience.
- A complementary service working with local shopping and befriending services.
- Support in Derbyshire and Derby.

The Money Support Service can:

- ✓ Reimburse a shopper on submission of a claim form and then invoice a client for payment.
- ✓ Use a hand-held card reader to take a debit/credit card payment. A shopper can submit a claim for reimbursement and we can reclaim the cost from the client using the card reader.
- ✓ Provide pre-loaded supermarket gift cards for a shopper to use. We would provide a regular check on receipts and remaining funds on cards to monitor for fraudulent expenditure and cards would be dispensed at an agreed frequency to prevent large stocks in the home.
- ✓ Support a client to use the Post Office Payout Now scheme* offer to provide appropriate levels of cash at home. This is particularly suited to clients used to paying local deliveries like a milkman etc.
- ✓ Support to set up deliveries of frozen meals using a phone ordering system.

We will work with each client to create a solution which works for them, reducing the risk of financial abuse and building long-term resilience.

To ensure we complement local community support and have the capacity to support the most vulnerable older people we want to provide support to set up money management systems rather than a regular shopping service. We hope our service can enable local community volunteering and the development of long-term relationships.

To access the service please:

- o Check with the older person they would like to use the service.
- o Call: 01773 766922 and leave a message with your details and the client's contact details.
- o Email: administration@ageukdd.org.uk with your details and the client's contact details.

Messages are regularly checked and responded to Monday to Friday 9.30-2.30pm. Please give us as much information as you can to help us prioritise our response. Your referral information will be recorded on CharityLog a digital client data system.

Age UK Derby and Derbyshire is a registered charity (no. 1068550) and company limited by guarantee. Registered in England and Wales No. 3510613. Registered Office: 29a Market Place, Heanor, Derbyshire DE75 7EG. VAT Registration No. 598 3226 02.



DSAB Safeguarding Information for Coronavirus (Covid-19) Volunteers

Safeguarding is what we do to protect the health and well-being of individuals to ensure they are able to live free from abuse, harm and neglect.

As a volunteer it is important that you understand how to spot the signs of abuse and neglect and how to report any concerns that you may have.

Top Tips for Volunteers

- Be curious
- Pay attention to how people look or behave
- Tell your coordinator or contact **Call Derbyshire** if you see anything that concerns you or if you have a sense that something isn't quite right
- Safeguarding professionals can take things from there, so you do not need to investigate or enquire
- 'Think Family' - if you have concerns for any adults or children in the household you should report this.



You should **ALWAYS ACT** and report any concerns that you have. If you have immediate concerns contact the Police or make a referral to Adult Social Care.

In an emergency stay safe and contact the Police, Telephone **999**.

If you are worried about someone being abused or neglected, please contact Call Derbyshire, tel: **01629 533190**.

Unfortunately, we know some people, who want to exploit or abuse others, may use this opportunity to become a volunteer – this is only a very small number of people but if you see something that doesn't feel right, such as a volunteer being given money or inappropriate gifts, or crossing boundaries, then say something.

YOU CAN HELP TO STOP ABUSE AND NEGLECT
Thank you for volunteering, and offering support to our local community

HOW TO REPORT YOUR CONCERNS

In an emergency stay safe and contact the Police, Telephone **999**.

If the person is not in any danger now but there has been a crime, contact the police, tel: **101**.

If you're deaf, hard of hearing, have a hearing loss, or are speech impaired, you can use **emergencySMS** by texting **999** from your phone, or use the NGT Relay Assistant by dialling **18000** from the app or textphone. **Text relay** offers **text-to-speech** and **speech-to-text** translation services.

If you are worried about yourself or someone else being abused or neglected, please contact Call Derbyshire, tel: **01629 533190**.

You can phone Call Derbyshire anonymously without revealing your name.

If you prefer to use British Sign Language (BSL) you can contact us using a **SignLive** video interpreter. This service is available on Monday to Friday from 8am to 6pm. It is free to contact us from your home.

You can find out more information on the Derbyshire Safeguarding Adults Board website www.derbyshiresab.org.uk



WHAT WILL HAPPEN IF I REPORT A CONCERN?

If you report a concern to us, we will:

- talk to and listen to the person at risk to find out what they want to happen.
- support the person at risk to have an advocate (someone to represent them) if they need one.
- respond professionally and sensitively and take any concerns seriously.
- talk to the police if a crime may have been committed.
- talk to other agencies that need to be involved.
- agree the best way of helping, including other types of support.

If a safeguarding enquiry is the best way to provide help we will:

- work with the person to help keep them safe
- make a plan to look into the concerns
- check with the person that what they wanted to happen has happened.

If the person refuses help, but others may be at risk, we will need to take appropriate action. However, we will always keep them informed about any action taken.

Making Safeguarding Personal (MSP) means putting the person at the centre of everything we do during a safeguarding enquiry from the very beginning to the very end.

Derbyshire Safeguarding Adults Board is working hard to make sure that every adult is treated in this way during the safeguarding process.

SAFEGUARDING ADULTS

ADVICE IF YOU OR SOMEONE YOU KNOW IS BEING ABUSED, NEGLECTED OR EXPLOITED



Derbyshire
Safeguarding Adults
Board

ABUSE CAN HAPPEN TO ANYONE...

SAFEGUARDING

Safeguarding means protecting people so that they can be safe and live a life free from fear, harm and abuse. It is about people and organisations working together to prevent and stop abuse and neglect.

WHO MIGHT BE AT RISK OF ABUSE AND NEGLECT?

People who are 18 years or over, have **care and support needs** and are unable to protect themselves because of their care and support needs.

Care and support needs may relate to a person's age, physical or learning disability, mental health needs or other illness, and are considered whether or not the person is in receipt of services.

Abuse and neglect can happen **anywhere**.

Anyone can cause abuse.

YOU CAN HELP TO STOP ABUSE AND NEGLECT:

- In an emergency or if you think a crime has been committed, call **999**.
- Let the person know that help is available.
- Talk to the person to find out what they want to do.
- **REPORT ABUSE** You can help bring abuse to an end. Please see contact details overleaf.

WHAT IS ABUSE AND NEGLECT?

Physical Abuse includes being hit, slapped, kicked, pinched, unauthorised restraint or being forcibly fed.

Sexual Abuse includes being touched sexually on any part of the body when a person does not agree or cannot agree to this. This includes being made to touch or kiss someone else, being raped, being made to view sexual acts or material or made to listen to sexual comments, when a person does not agree or cannot agree to this.

Discriminatory abuse occurs when people are harassed, insulted or treated unfairly because of: age, culture, mental health needs, disability, gender, gender reassignment, pregnancy, marriage or civil partnership, race, sexual orientation or religion or belief.

Modern Slavery can take many forms including but not limited to sexual exploitation, forced labour, domestic servitude or slavery.

Neglect and Acts of Omission is when medical, physical and/or emotional needs are ignored. This could include not being allowed to access appropriate health or social services, having food or drink withheld or being left in wet or dirty clothes.

Organisational Abuse includes neglect and poor professional practice in a care setting such as a hospital, care home, or in a person's own home. This may be a one-off incident, repeated incidents or ongoing ill-treatment. Examples include a lack of individual care, regimented routines, and a lack of stimulation and respect for personal dignity.

Self-Neglect may happen when a person is unable and/or unwilling to care for themselves or allow others to do so.

Domestic Abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of their gender or sexuality. It includes so called 'honour' based violence, female genital mutilation and forced marriage.

Financial Abuse is when someone misuses or steals money or property. This includes fraud and scams, being pressurised into giving people money or paying for things, misuse of benefits and being prevented access to money.

Psychological or Emotional Abuse this includes being shouted at, ridiculed, bullied, threatened or controlled by intimidation or fear.

'We will all work together to enable people in Derbyshire to live a life free from fear, harm and abuse'

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Find out more information through Derbyshire Safeguarding Adults Board here: <https://www.derbyshiresab.org.uk/home.aspx>

DBS checks

The government have produced a useful guide about DBS checks for Covid-19 volunteers here:

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

Guidance includes the following quotes:

“Many of the roles that volunteers will carry out in their local communities do not raise safeguarding issues and do not need a DBS check. You can have a look at the [DBS eligibility guidance](#) to confirm whether the activities your group propose to do are captured.”

“Simply entering someone’s home would not make someone eligible to be asked for a DBS check. However, some activities, such as helping someone with their personal care needs (like washing or bathing, or helping someone with eating their meals), may mean a DBS check should be done. The [DBS eligibility tool](#) will help you work out if what you are doing is eligible for a check.”

“If your group’s activities are captured, under normal circumstances we would advise that having volunteers DBS checked is a prudent safeguarding step. There is, however, no legal requirement for you to have a DBS check. Regardless of whether you choose to have volunteers DBS checked, you should ensure your group follow simple, practical precautions such as working safely in pairs (keeping 2m apart), keeping records of money spent and providing shopping receipts to safeguard all involved.”

This guidance would seem to suggest that having strong procedures in place should be your main priority rather than relying on DBS checks. However, if you decide that a DBS check is necessary please see the [DBS guidance on eligibility for standard or enhanced checks](#) and [how to obtain a DBS check](#).

You can check whether the volunteer role is eligible for a DBS check and what the appropriate level would be here: <https://www.gov.uk/find-out-dbs-check>

The DBS guidance also reminds volunteers that:

“The only people who are legally prevented from volunteering with children and vulnerable adults are those who have been barred from doing so. If you have been barred by the DBS, you will have been informed by DBS, so you will know you have been barred and from what type of work. If you have been barred by DBS from certain types of work, then you would be committing an offence by trying to do that work.”

Do not agree to carry out volunteer activities that you have been barred from, instead find a different role that you can help with. Contact Amber Valley CVS to find out about suitable available volunteer roles.

Data protection

Only ever collect personal information you really need and don't share this with anyone without permission. Consider who needs what information and keep this to a minimum, e.g. for a volunteer only making social telephone calls the group co-ordinator may only need to provide the volunteer with the service user's telephone number and first name. Those delivering shopping will need an address but may not need a phone number.

Sharing information about an individual is fine as long as they have given their permission, they know who will be given the information and why, all data is kept securely and the individual is told how to request their details are deleted if required. Holding information about an individual is fine as long as there is a valid reason to have the information and permission has been gained first.

Car insurance

Insurance companies who are listed with ABI are allowing people to help with Covid-19 support efforts without having to update their insurance for business use, in fact they don't have to let their insurance companies know at all.

<https://www.abi.org.uk/products-and-issues/topics-and-issues/coronavirus-hub/motor-insurance/>

Check a list of insurance companies who are members here:

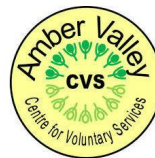
<https://www.abi.org.uk/about-the-abi/abi-members/>

If your insurance company is not listed and you are driving as part of your volunteer role it is advised to contact your insurance company and let them know you are using your car as part of voluntary activity.

Out of pocket expenses

No-one should be out of pocket by volunteering. Amber Valley CVS have some funding available to reimburse travel expenses accrued during Covid-19 volunteer activities currently standing at 40p per mile (evidence of your activity will be required). If you would like to make a claim please call us.

If you are shopping for someone else they should be reimbursing you and we advise you to make this clear before undertaking the task. If you are shopping for someone who is struggling financially please ask them to call us here at Amber Valley CVS (01773 512076) and we can signpost them to support services such as a local food bank or benefits advice.



Monitoring

We would really appreciate your feedback to help us shape how we think services need to develop moving forwards. Useful things to know would be:

- how many people are you/ your group supporting?
- What type of tasks are you being asked to help with (e.g. shopping, social contact etc)?
- How many people are in your group and what area do you cover?

Feedback from both individual volunteers and group co-ordinators would be very much welcomed. Give us a call on 01773 512076 or email kirstybarker@avcvs.org

Where to find further guidance and support

Contact up at Amber Valley CVS with your questions and comments, we are here to help! Let us know if there is anything you would like adding to this guidance.

We also have a team of volunteers ready to help with tasks for you to tap in to.

Our phone lines are open Monday-Friday 10am-4pm

Call 01773 512076

Email: admin@avcvs.org and your enquiry will be passed on to the relevant member of the team.

Check our website: www.avcvs.org

Finally, a huge **THANK YOU** for everything you are doing!

From the team at Amber Valley CVS

