

Welcome

During this time of national crisis North Norfolk is very fortunate that large numbers of people have been willing to step up to help meet the challenges experienced by vulnerable people living in their local communities. Thank you for doing so.

In the current circumstances a wide variety of needs have become apparent and there are an equally wide variety of ways in which we as a society can respond. The resources of statutory authorities, public services and voluntary sector organisations are likely to be stretched as a result of the scale of the demand and also because their own staff and volunteer numbers are diminished, by people having to self-isolate or becoming ill. It is therefore necessary, even more than ever, for those who are able to volunteer to support people within their communities to be helped to do so.

Volunteers will often be in possession of highly confidential information about the circumstances of the people they have come forward to help. They will also be entrusted with performing important tasks on behalf of people whom they have possibly never met. During the pandemic there is clearly also a very grave risk of picking up and transferring infection, to highly vulnerable people. In order to safeguard the interests of the residents that volunteers are helping, as well as to protect the volunteers themselves, it is important that guidelines are followed.

Volunteers should adhere to the guidelines set out in the **annex 1** whilst undertaking activities coordinated by NNDC through the Community Support Hub or Local Coordination Centres.

Volunteers will also be expected to sign the attached volunteer agreement in **annex 2**

Safeguarding / Disclosure and Barring Service (DBS) checks

The Council's approach to volunteers is compliant with safeguarding principles. The organisation should review relevant safeguarding policies and procedures to make certain that safeguarding best practice is adhered to.

Volunteers should never put themselves in a situation where they would have unsupervised contact with any child or vulnerable adult and should never be in a one-to-one situation with a vulnerable person (all children are vulnerable persons due to their age) as part of their normal duties.

Disclosure and Barring Service (DBS) checks would only be required if volunteers were put into regular, unsupervised contact with vulnerable groups. A vulnerable person can be defined as someone known to the agencies as vulnerable or made vulnerable as a result of the incident. The DBS checking procedure takes time and is not appropriate during an emergency.

Annex 1: Guidelines for volunteers

DO	notes	Do NOT	notes
Register with Voluntary Norfolk or with your local volunteer group	It helps us to ensure consistency if you are known to one of these organisations (and they can provide advice to you)	Undertake any volunteer duty without reading this guidance agreeing to the procedures	It is vital (in your own interest as well as those who you are helping) that all volunteers follow agreed guidelines
Carry ID at all times	Customers will need to know that you are an authentic volunteer, there are fears of scams	Enter a property (even if asked to)	This includes garden areas.
Maintain appropriate standards of cleanliness (Clean hands before and after visit)	You must take extreme caution not to spread the Coronavirus	Do anything other than what has been requested	Be aware that some clients may need medical or social services assistance
Wear gloves wherever possible	This not only protects you and the customer but it is a visible sign of you following good practice	Go to a property alone if it has been flagged as needing two people	This may be for your own safety or the reassurance of the customer
Be seen to be observing proper standards of cleanliness and observing guidelines (reassuring the customer wherever possible that this is the case)	Our customers need to have confidence that we are protecting them whilst they are self-isolating	Leave prescribed medication at the doorstep	This is vital, you do not know who might pick it up
Observe social distancing guidelines (always maintain a distance of at least 2m from another person)	This is vital. At the doorstep as well as at the LCC	Accept money or other contributions or donations other than the exact amount for any payable goods received	This might compromise your position and might also cause cross-contamination
Wait at the property until the resident has acknowledged the response provided	You should not leave food, goods or medicine. Please ensure it is picked up and that you talk to the person receiving it where possible	Undertake responses to enquiries if you feel unwell	Do not carry on volunteering if you are unwell. Follow the public health guidelines
Provide a full itemised receipt for any goods paid for	People will expect the same service as they would from any shop or delivery company		
Maintain a log of visits, response	It is important to keep track of what has been		



DO	notes	Do NOT	notes
provided and outcome	done, in case there is any follow-up		
Report back any issues to the LCC Lead	The LCC needs to know how the process is working and whether any changes are needed		
Not the residents circumstances and report any concerns about their wellbeing to the LCC	The LCC may need to notify others (such as social services) if people's circumstances are endangering their health or that of their family		
Dial 999 in case of any emergency	Normal common sense rules apply		
Report to the LCC lead if you feel unwell	Do not take risks with yours or our customers or staff's health		
Remain courteous and polite	We are dealing with vulnerable people, who may well be in very uncomfortable circumstances. They may be stressed, anxious and may come across as unfriendly		
Tell someone where you are going and when you expect to return	Lone working can be a risk and not knowing where a volunteer is can waste resources in trying to find someone		
Make sure you have a charged mobile telephone and that your number is known to the group you are working with	You may need to make an emergency call and coordinators may need to contact you.		

Annex 2: Volunteer registration form

To be completed by the volunteer and retained by the representative of North Norfolk District Council.

This form will be classified as 'Official - Personal' on completion and maintained in accordance with the Council's arrangements (complying to the DPA 2018 and GDPR).

Offer of help

Please outline what you can offer and also include anything that you are unable or would prefer not to do:

Name:

Address:

Contact telephone number: E-mail address:

Contact details in case of emergency: Name:

Telephone number: Name and signature of volunteer:

Date:

Name and signature of assessment staff:

Date:

This form will be retained by North Norfolk District Council until the emergency (both response and recovery phases) is over and will then be disposed of in accordance with the Data Protection Act 2018 and GDPR.