# Supporting and Safeguarding Volunteers During COVID-19

**Advice Drop-in 5ᵗʰ June**

@CTAUK1|#thankyou #volunteersweek

Source:

# Section Breakdown

1. Supporting Volunteers
   a) Are volunteer on lockdown?
   b) Tips for volunteer wellbeing
   c) Volunteer IDs
   d) Training for volunteers
   e) Access to schools
   f) Access to testing

2. Safeguarding
   a) Safeguarding responsibilities
   b) Top tips for minimising risk
   c) Recognising and reporting scams
   d) DBS checks

3. Regulation
   a) Data protection
   b) Insurance for volunteers
   c) Furlough scheme

# 1. **Supporting Volunteers**
## Are volunteers on lockdown?

- People may leave their home:
  - if they're providing help to vulnerable people;
  - if their volunteering cannot be done from home, whether related to the coronavirus response or not.

- If people are volunteering from home, they can carry on as normal.

- Leaving home to help a vulnerable person can be done through an organisation or as an individual.

- If volunteers must leave the house, they should spend as little time away from home as possible and follow Government guidance on social distancing.



Westway Community Transport (Source: Twitter)

# 1. Supporting Volunteers
## Tips for volunteer wellbeing

- Check in with volunteers regularly
- Only volunteer if you feel well enough
- Keep washing your hands often for 20 seconds
- Stay at least two metres from others
- Stay outside of people's homes
- Let family and friends know what you're doing
- Don't be afraid to ask for help from statutory services
- Don't take on too much – it's often better not to offer at all than to let someone down

# 1. Supporting Volunteers
## Tips for volunteer wellbeing

**Our Frontline**

**You support us, we support you**

As frontline health, care, emergency and key workers, you put yourself at physical risk as you form our frontline against the coronavirus. You are also putting your mental health under pressure. We want to help make sure you get the right support with your mental health, both now and in the future.

Our Frontline offers **round-the-clock one-to-one support, by call or text**, from trained volunteers, plus **resources, tips and ideas to look after your mental health**.

**Our Frontline.**

https://www.mentalhealthatwork.org.uk/ourfrontline/

# 1. Supporting Volunteers
## Volunteer IDs

Volunteers may be stopped and asked by the police why they are out and about

How organisations are approaching this:

- ID cards with volunteer's name, their organisation and organisation's contact details
- Official letter from the organisation/council
- Email or Whatsapp/text message from the charity on the volunteer's phone
- Branded t-shirts, uniforms, bibs and car stickers
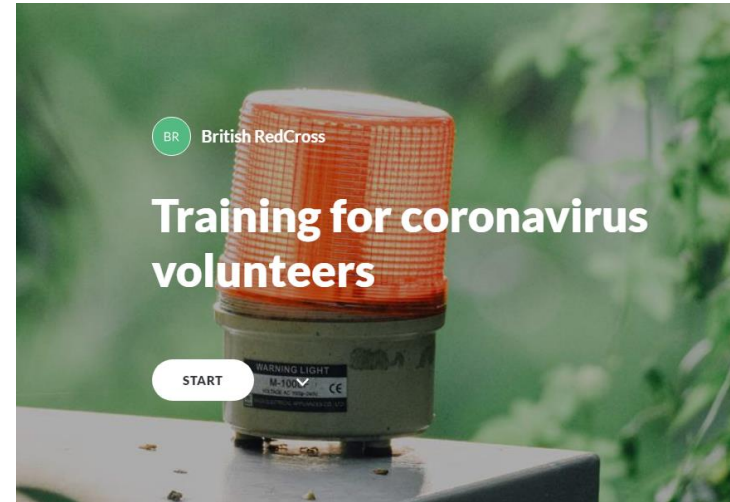


Holderness Area Rural Transport (Source: Twitter)

# 1. **Supporting Volunteers**
## Training for Volunteers



Support Cambridgeshire - Tips to keep safe when volunteering



Support Cambridgeshire

https://www.youtube.com/watch?v=xKMvMASxiuk&t=81s

British Red Cross

https://rise.articulate.com/share/bOiebd5nNsS8qqBvYouYG_Ompki_m61e#/

# 1. **Supporting Volunteers**
## Access to schools

- People in key worker roles are allowed to send their children to school.

- Some sections of the key worker guidance refer to volunteers specifically, including health and social care volunteers.

- However the key worker definition applies to people in both paid and unpaid roles.

# 1. Supporting Volunteers
## Access to coronavirus testing
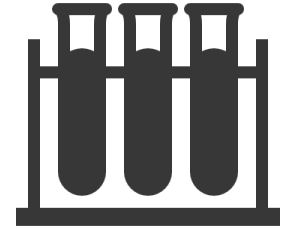
- Who can be tested:
  - anyone in England and Wales who has symptoms of coronavirus, whatever their age
  - anyone in Scotland and Northern Ireland aged over 5 who has symptoms of coronavirus
- Who can access priority testing:
  - essential workers (UK)
  - anyone in the UK over the age of 5 with symptoms and lives with an essential worker
  - children under 5, in England and Wales, with symptoms and live with an essential worker

# 1. Supporting Volunteers
## Access to coronavirus testing
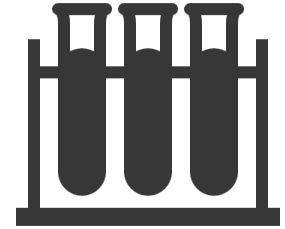
- You can apply for a test directly if you are in one of the groups above.
- You can select a regional test site drive-through appointment or home test kit.
- Home test kit availability will initially be limited but more will become available.

https://www.gov.uk/apply-coronavirus-test-essential-workers

# 2. Safeguarding
## Safeguarding responsibilities

- Everyone should have a basic understanding of safeguarding and who to report to if there are any concerns.

- If you are supporting or organising volunteers, you should understand:
  - the risks of your volunteer roles or activities
  - how you will manage those risks
  - how to handle safeguarding concerns if a volunteer tells you a vulnerable person is being harmed or is at risk of harm.

# 2. Safeguarding
## Top tips for minimizing risk

- Follow the up-to-date government guidance to stop the spread of the virus

- Verify volunteers' identity

- Consider if a DBS check is possible or helpful

- Ask people to volunteer in pairs

- Be clear on limitations of roles and monitor them

- Have clear processes for handling money

- Don't collect or store unnecessary personal details

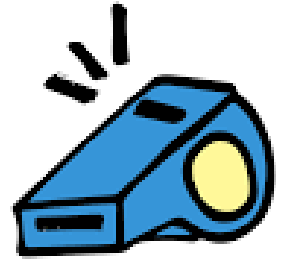- Know how to recognise and report harm – safeguarding policy

# 2. Safeguarding
## Recognizing and reporting scams
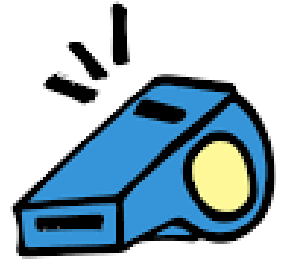
- Common scams include:
  - cold calling people who are self-isolating offering to help with shopping
  - fundraising for donations to develop a COVID-19 vaccine
  - scam emails offering fake products (e.g. anti-bacterial gel or a cure for coronavirus)
- Make all your volunteers aware of current scams
- Tell volunteers to remind beneficiaries not to give out personal details
- Help your volunteers show who they are by providing a volunteer ID
- Tell your volunteers to report anything suspicious regarding fraudulent activity

# 2. Safeguarding
## Recognizing and reporting scams



https://www.actionfraud.police.uk/

https://www.friendsagainstscams.org.uk/training/friends-elearning

# 2. Safeguarding
## DBS checks

Regulated activity – DBS required by law:

- transporting
- teaching and caring

Most common COVID-related volunteer roles – DBS not required:

- shopping for people who are self-isolating
- picking up prescriptions
- driving (except transporting patients)
- befriending
- posting mail
- delivering items
- dog walking

# 2. Safeguarding
## DBS checks

- It is a criminal offence for barred individuals to undertake regulated activity with children or vulnerable adults. An organisation will be held liable if it knowingly places someone who is barred from regulated activity with children or vulnerable adults.

- There are three types of DBS check. A basic check costs £23 and there is no eligibility requirement. Standard and enhanced checks are free for volunteers but are only available for certain roles.

- Always weigh up the time and cost required to carry out DBS checks on volunteer roles.



👑 GOV.UK

→ **Coronavirus (COVID-19)** | Guidance and support

Home > Employing people > Recruiting and hiring

**Find out which DBS check is right for your employee**

Use this tool to find out what type of Disclosure and Barring Service (DBS) check you can get for your employee.

You can request a more detailed check for certain roles, for example in healthcare or childcare.

This tool is for companies that are registered in England or Wales and make decisions there about employing people. Find out if you can get a check in Scotland or Northern Ireland.

https://www.gov.uk/find-out-dbs-check

# 3. Regulation
## Data protection



- Be honest about what your organisation will do or is doing with personal data.

- Handling personal data is only allowed in certain situations: legitimate interest, you have the person's consent, or someone's health or safety is at risk.

- Tell volunteers not to ask for or share anyone's personal data or health data, unless there is a specific reason to do so.

- Certain sensitive data, including health data, is classed as "special category data". This should only be handled with consent!

- Don't share anyone's personal data on websites or social media platforms.

- Store personal data securely by using password-protected documents or devices. If using paper, lock it away.

- Only ask for the data you need. Don't keep it when you no longer need it.

- Keep records of decisions your organisation has made about the use of personal data – data protection policy!

# 3. Regulation
# Data protection



## COMMUNITY-MADE CONTENT WHICH YOU CAN IMPROVE
## HOW TO COMPLY WITH GDPR

Suggest changes to this page

Every organisation that processes personal data should be compliant with the GDPR but getting to grips with GDPR can be daunting and it can be difficult to know where to start. This 12-point plan, adapted from the Information Commissioners Officer (ICO) guidance, is here to help you take the right steps.

### 01 Make sure the right people in your organisation know this is important

Your trustee board and senior staff should be aware they need to comply with GDPR. They need to know enough to make good decisions about what you need to do to implement GDPR. They need to be aware that reviewing where you are and what you need to do to be fully compliant may take considerable time and effort. They need to ensure data protection is part of your risk register if you have one.

### 02 Identify what data you hold and where that data came from

If you don't know what personal data you hold and where it came from you will need to organise an audit of your different systems and departments to find out. This means all personal data including employees and volunteers, service users, members, donors and supporters and more. You should document your findings as GDPR means you must keep records of your processing activities. You should also record if you share data with any third parties.

https://knowhow.ncvo.org.uk/how-to/how-to-comply-with-gdpr

ico.

Information Commissioner's Office

The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

Home | Your data matters | For organisations | Make a complaint | Action we've taken | About the ICO

Global / Data protection and coronavirus information hub /

## Blog: Community groups and COVID-19: what you need to know about data protection

A blog by Ian Hulme, Director for Regulatory Assurance at the ICO.

As COVID-19 continues to sweep across the UK, more and more people are driven to help the most vulnerable in our communities. Church groups, neighbourhood and residents associations are being set up to support the work of existing community groups, services and charities.

**Community groups and COVID-19**
What you need to know about data protection

Often, these groups need to handle sensitive personal information and share it with others. And that means taking account of data protection law.

https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/blog-community-groups-and-covid-19/

# 3. Regulation
## Insurance for volunteers

- Insurance for volunteers is not a requirement in UK law, however it can be useful where there's a risk of harm to volunteers/public.

- Volunteer drivers will need to make sure they are insured, as well as making sure the vehicle is fit for use.



https://knowhow.ncvo.org.uk/your-team/volunteers-and-your-organisation/insurance-and-volunteers



https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/

# 3. Regulation
# Furlough scheme
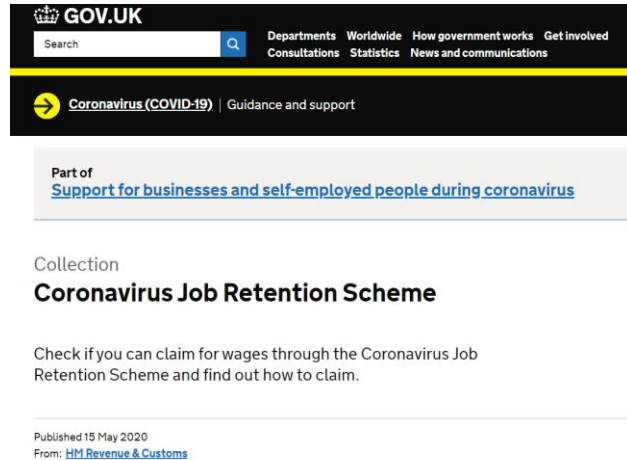




Recap: Coronavirus Advice Drop-in Session 22 May

https://www.gov.uk/government/collections/coronavirus-job-retention-scheme

https://ctauk.org/coronavirus-dropin-22-may/

# Thank you!

Sources: https://www.ncvo.org.uk/practical-support/information/coronavirus
https://www.youtube.com/watch?v=X8Urb64KPhI&t=113s
https://www.youtube.com/watch?v=rWvaia95Kv8&t=2762s