



**Community &
Voluntary Services**
cheshire east

Community Response to COVID-19

23rd March 2020

Welcome to the Meeting

Welcome – Overview of the Session

1. Overview of what we know at the moment
2. Some considerations you may want to/or be making
3. Wider support available

Key Issues - Discussion –

- Currently everyone is muted
- Ask Questions through the Q&A box
- If you want to speak or respond raise your hand and I will unmute you



COVID-19

What happens if someone in your family gets sick?



Source: Public Health England advice

BBC



CORONAVIRUS

Have you been to an affected place in the last 14 days

or

had contact with somebody with Coronavirus,

and

do you have any of these symptoms?



Cough



Fever



Shortness of breath

If yes, to protect yourself and others please go home and search 'nhs coronavirus' for advice and to access the 111 online coronavirus service or call NHS 111.

Do not enter this building

Find out more at nhs.uk/coronavirus

Locally

- Advice and Guidance on our Website – under Group Support – COVID Page
 - We will be updating tomorrow morning following both webinars
 - Will include – Handbooks and guides to what you may want to consider including
 - Online training – short
- Some short videos: (produced by a fellow CVS)
 - Supporting Volunteers - aimed primarily at informal volunteering groups
 - Staying Safe When Volunteering
 - Safeguarding Tips
 - Telephone Befriending Advice

Locally

- Cheshire East Council has launched a new [Covid-19 information hub](#) – which includes essential information and updates on changes to council services as a result of the pandemic.
- The council is also launching ['Cheshire East – People Helping People'](#) – a place for people to offer and request help.

https://www.cheshireeast.gov.uk/council_and_democracy/council_information/coronavirus/cheshire-east-people-helping-people.aspx

Locally

- Social Prescribing Link Workers – linked to GP Practices
 - We are expecting these to be asked to provide support to the most vulnerable
- Hospitals are being encouraged to discharge patients and so there could be greater demand for support for these individuals
 - Support discharged patients with home settling services to maintain wellbeing in the community (e.g. safety checks and essential food shopping).
 - Provide ongoing community-based support to support emotional wellbeing, such as wellbeing daily phone calls and companionship.

Good Practice Tips

You may start off very informal but as demand builds you will naturally need to build structure into what you do

It is imperative volunteers are told what they are expected to do. If possible a volunteer role description/agreement should be created and given to each volunteer.

Due to the volunteer role working with older people or vulnerable adults and that there may be the handling of cash through shopping this role is classified as a regulated activity role so a Disclosing and Barring Service Check or background checks will be necessary

Only ask people who are physically well and able to carry out these tasks to volunteer due to the current pandemic.

Good Practice Tips

Insurance

Volunteers should be covered by public liability insurance. Volunteers are required to carry out their role in a safe manner. Owner-drivers must inform their insurance company in writing if they will be driving in a voluntary capacity. Volunteers are only covered for tasks that they are authorised to do.

Travel expenses

We know it is good practice to re-imburse travel expenses for volunteers but it may not be possible during this time. Be clear with people

Emergency and First Aid

All accidents should be reported and recorded promptly to the local organiser.

Good Practice Tips

Volunteers' personal safety and lone working

Volunteers should:

- Avoid any direct face to face social contact with older people or vulnerable people you are supporting
- Discuss with the person you are supporting the best way to exchange money and shopping lists to avoid human contact
- Ensure before and after your volunteering you wash your hands with soap and water or use hand gel
- Always park your vehicle in a safe place and keep locked at all times
- Wear appropriate clothing and footwear
- Wear seat belts at all times if driving to collect shopping
- Ensure your mobile phone is charged in case of an emergency

Good Practice Tips

Gifts, gratuities and bequests

Volunteers should not accept gifts, gratuities and bequests from clients, their family or friends.

What is ‘Adult Safeguarding’? – we will provide online support

- The function of protecting adults from abuse or neglect
- The need to protect certain people who may be in vulnerable circumstances
- These are adults in need of care and support, who may be at risk of abuse or neglect, due to the actions (or lack of actions) of another person

GDPR / Data Protection

If you are storing or sharing data you must consider the use of it.

Group Discussion / Questions

Use the Q&A box

Raise your hand to speak

What information or support do you need?