

'Keeping in Touch with you Beneficiaries and Supporters'

Zoom Meeting, 25th March 2020

Key points raised

- 1) We are a small rural parish. I have gathered a list of people willing to help. I want to get this out to people who might need help. They are likely not to be connected by computer. I want to send a list of phone numbers around through letter boxes. What's your advice please?

DCA Response: See Dorset Community Response – Being a Good Neighbour Pack available <https://www.dorsetcommunityaction.org.uk/covid-19-updates/>

- 2) I am concerned about risks/liabilities arising from plethora of new self -help groups

DCA Response: See Dorset Community Response – there is information and support around best practice for new self- help groups. If there are specific concerns, please contact DCA and we will try to address the specifics. Link above.

When sharing stories on social media please use #actsofkindness and #everydaycounts

- 3) Diane at Sovereign Housing diane.humphries@sovereign.org.uk is building up a list to get the word out, signpost and I may also be able to offer support in the coming weeks and months. Please contact with what you are doing and who the main contact is that would be great.

DCA Response: Dorset Council has set up a webpage detailing support available for Community Groups. Including:

- Getting involved (if you want to personally volunteer)
- Getting support if your group is struggling with maintaining its volunteer base and if your voluntary group wants to get involved in the response
- Getting help for your vulnerable and elderly beneficiaries who may be struggling at this time
- Up to date contact details for Citizens Advice (for help with benefits, debt, employment advice)

See <https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/co-ordinated-community-response.aspx>

It would be better to have one co-ordinated list rather than many different lists.

Also Help & Kindness website <https://www.helpandkindness.co.uk/> has a list of local groups area by area - this can help you to link up with other groups to be more coordinated.

Also Community Action Network (Bournemouth and Poole CVS) are co-ordinating the Bournemouth, Christchurch and Poole response to the crisis. They have had around 1100 volunteers sign up over the last few days. See <http://www.bournemouthcvs.org.uk/>

- 4) Is it OK to share helpers private phone numbers around the village as long as I have their permission? and do I need to register this group anywhere?

DCA Response: As above it would be better to register this group with Dorset Council and follow the advice given on the Dorset Community Response webpage. Also rather than share phone numbers - setting up a WhatsApp group can be better (if possible). That can be more manageable and a safer way to engage (as it is a group messaging service rather than 1:1) - holding names and numbers would mean you have responsibilities under GDPR

Also Help & Kindness website <https://www.helpandkindness.co.uk/> has a list of local groups area by area - this can help you to link up with other groups to be more coordinated.

- 5) Government has given dispensation that GDPR does not apply in emergency like this where we need to do this.

DCA Response: We will make our GDPR factsheet available. Please look at and read the information carefully about GDPR. This is available from the Information Commissioner Office website <https://ico.org.uk/for-organisations/data-protection-and-coronavirus/> However, DCA would still advise to follow best practice and caution to safeguard vulnerable people.

The "Being a Good Neighbour" pack on our website

<https://www.dorsetcommunityaction.org.uk/wp-content/uploads/2020/03/Being-a-Good-Neighbour-Pack-v3.pdf> - this has good practice guidelines and links for additional support and follow the advice available on the Community Response webpage

<https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/co-ordinated-community-response.aspx>

- 6) Hi, was the webinar this morning recorded - I missed it and I think our board would benefit from listening to it?

DCA Response: The Webinar this morning was by Bates Wells and Braithwaite (BWB) and National Council for Voluntary Organisations (NCVO). It was recorded and ECA will look at how to get this information out to you. They are a firm of solicitors and there is information that may support your organisation on their website <https://bateswells.co.uk/>. There is also useful information and support on the NCVO website <https://www.ncvo.org.uk/>

- 7) We are engaged with shopping deliveries using our community vehicles; we are still running our hospital transport service and we are now becoming involved with delivering medicines.

DCA Response: Please use the Community Response page to help co-ordinate these activities.

- 8) We are currently looking at trying to fit a 'bulkhead' screen in our 'Hospital Hop' vehicle to protect our staff and prevent cross contamination. We are looking at cost of £600 to do this. Do you know if anyone might help us fund this at the moment?

DCA Response: Look at our webpage. Funder Responses

<https://www.dorsetcommunityaction.org.uk/covid-19-updates/>. There is a list of 40+ funders that have amended their funding criteria and guidelines to support charities and communities

at this time. Also some have them have simplified the application process to make it easier for groups to access.

Also keep an eye on Dorset Community Foundation website

<https://www.dorsetcommunityfoundation.org/> They will be coordinating the Emergency Fund

9) Does anyone have any info on how to set up a zoom meeting please?

DCA Response: We will put something together and circulate. Look out on our website and in our Ebulletin. If you do not receive it and want to contact us –

info@dorsetcommunityaction.org.uk

Shared news, support and ideas.

10) From Alison from CLaRC. Hi everyone, In addition to the other measure I spoke about we have also arranged for a nominated person to check the building at least once a week and to test the fire alarm system. We've also updated our Fire Risk Assessment to reflect this

11) Hi everyone. We decided to keep central records about client interactions in case there is a problem - relatives concerned about someone with Dementia, ability to hand over a client to another volunteer etc.

12) If you want to help - go to Dorset Coordinated community Response page and sign up with Volunteer Centre Dorset and they can signpost you to where there are needs. There is a form for groups to register as well as individuals.

<https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/co-ordinated-community-response.aspx>

13) Please keep an eye on the Dorset Community Action website for further updates relating to village halls.

DCA Support:

Our page of all compiled updates - <https://www.dorsetcommunityaction.org.uk/covid-19-updates/>

Dorset Council Coordinated Response Link - <https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/co-ordinated-community-response.aspx>

Useful site for Nurseries -

https://www.ndna.org.uk/NDNA/Knowledge_Hub/Coronavirus/financial_support_nurseries_coronavirus_COVID-19.aspx