

Volunteering Safely in a Crisis

DOING GOOD DOES YOU GOOD



Agenda

- Quick Overview of Volunteer Centre Dorset
- Top Tips for Volunteers video
- Safeguarding and DBS
- Data Protection
- Insurance
- Financial Transactions
- Personal Safety
- Next Steps
- Useful Links



Quick Overview

- Volunteer Centre Dorset (VCD) supports volunteers and charitable organisations across Dorset. We are passionate about all things volunteering! Whether you are an individual looking for a fulfilling voluntary role, or an organisation needing volunteers, we can help.
- We believe that there is a volunteering role for everyone, irrespective of age, background, ability, or health, and we will find the best role that suits you. We love to promote opportunities for all, you will see us out and about across Dorset inspiring people in our community to get volunteering.
- The aim of the Volunteer Centre is to support individuals find rewarding volunteering opportunities and help them through this role. We also help charitable organisations gain volunteers and support them in looking after their volunteers, whether this is through general guidance or offering training courses to the organisation and their volunteers.
- We also offer various services, including a wide variety of training courses, DBS checks and ID badges.



Key Projects

- Allotment Project and Cookery Workshops
- Community Credits Scheme
- Company at Christmas
- Green Fingers Group
- Guys Marsh – Rehabilitation of Offenders Programme
- Sunday Lunch Club
- Syrian Refugee Families Project
- Volunteer Help Scheme

Services We Provide

- Support and Guidance
- Volunteer Recruitment
- Trustee Recruitment Training Courses (charges may apply)
- Volunteer Recruitment and Management Training Courses (charges may apply)
- First Aid at Work, Health and Safety and Safeguarding Courses (charges may apply)
- DBS Checks (free for volunteers, there is a fee for staff DBS checks)
- ID Badges (charges apply)
- Two-Way Radio Hire (charges apply)
- Sharing Your News



Safeguarding

- As a volunteer supporting children and vulnerable adults in Dorset, you now have a responsibility in safeguarding
- Safeguarding is the process of protecting children and vulnerable adults from abuse and neglect. Abuse can be physical, emotional, sexual or financial
- During this difficult time, it is even harder for vulnerable children and adults to tell anyone about what is happening to them. We are, unfortunately, seeing increases in domestic abuse, self-neglect, alcohol use and drug abuse
- Your role in safeguarding is to be curious, be the eyes and ears and tell your single point of contact if you have anything that concerns you. Safeguarding professionals will take things from there.
- Your own safety is important. If an individual is offensive or abusive, say something
- Please talk to your single point of contact if you are worried about anyone or want to get some advice you have seen or heard



Safeguarding

Who to advise?

- In an emergency, please contact 999
- Contact Marie Waterman or Craig Womble at [Volunteer Centre Dorset](#) on 01305 269214
- [Dorset Safeguarding Adults Team](#) on 01305 221016. The number is for the Adult Access Team and they will then discuss any concerns raised with the safeguarding team
- [Worried about a child](#) on 01305 228866

Remember safeguarding is everyone's responsibility and now you have the opportunity to help keep Dorset residents safe from abuse in this very difficult time.

If you see something say something



DBS

- The DBS requirements for volunteering tasks during this difficult time are causing a lot of questions to be asked. The advice seems to vary depending on where you look and who you ask. We are fortunate at Volunteer Centre Dorset to have staff who are experienced with the DBS process and we will do all we can to assist with any questions you might have
- NCVO recommends as a guide, to ask yourself ‘would supporting this person have been regulated before they self-isolated?’ If the answer is no, then it is not likely a regulated activity
- If you think a volunteer in your organisation might be carrying out a regulated activity, use the [government’s DBS online tool](#) to find out whether you need to take action
- 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



Data Protection and Confidentiality

- Always keep any data secure and treat other people's information in the same way you would want yours to be treated
- Don't discuss personal information with anyone who doesn't need to know
- If you are contacting an isolating individual, you can withhold your number. Should you wish to do this, you need to dial 141 before the telephone number you want to call
- You should be clear, open and honest with people about what you are doing with their personal information; why you need it, what you'll do with it and who you'll share it with
- Data protection law does not prevent you sharing personal information where it is appropriate to do so. In fact it can be harmful not to share data in some circumstances
- The Information Commissioner's Office has published an informative [guide](#) which should address any questions or concerns



Insurance

- If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover
- If Volunteer Centre Dorset places a volunteer directly with a Super Shield individual, the volunteer is covered by our Public Liability Insurance
- Community Groups can take advantage of an offer from Neighbourhood Watch to provide insurance for informal volunteering. The benefit of this is that volunteers would have insurance cover but also take advantage of the information and support Neighbourhood Watch can provide. Volunteers can either join an existing Neighbourhood Watch group in their local area or, if there isn't a local group, the community group can join
- [This is the link to join Neighbourhood Watch as an individual](#)
- [This is the link to join Neighbourhood Watch as a group](#)



Financial Transactions

- The guidance we are following to has been compiled by Dorset Council, BCP Council and Public Health Dorset. The full guidance can be found on the [Dorset Council website](#)
- Larger supermarkets – online orders can be placed by the individual. Supermarkets should prioritise slots for vulnerable people. Other options include click and collect or taking advantage of dedicated shopping hours. Many of the supermarkets are now selling volunteer cards which act like gift vouchers to enable volunteers to carry out shopping
- Many smaller, local shops are taking orders and payments over the phone which a volunteer could then collect. Some are also allowing volunteers to shop on behalf of an individual and the shop contacts the individual and collects the payment over the phone
- The Help and Kindness [website](#) includes a search facility to find details on local businesses



Financial Transactions

- A community group could appoint a nominated individual to act in the capacity of a treasurer to ensure that payment is collected safely and securely from an individual and that a volunteer is reimbursed
- A community group or volunteer can collect a shopping list (following safe distancing) or take the order over the phone
- Using methods of payments other than cash is preferable for safe and secure transactions and when cash is not readily available
- Payment methods must be agreed between the volunteer / community scheme coordinator and individual prior to the shopping taking place.
- It is not advisable to pay a volunteer directly with cash to protect both the resident and the volunteer
- Use the best method which you, as the volunteer, feel most comfortable with



Personal Safety

- Only volunteer if you feel well enough. DO NOT volunteer outside of your home if you should be self-isolating or if you or any members of your household have coronavirus symptoms
- When in contact with others follow social distancing advice and keep a safe distance from others (this is 2 metres or 6 feet apart)
- Be sure to wash your hands thoroughly for 20 seconds before and after contact with people
- Always tell people where you are going and carry a mobile phone with you
- Do not enter other people's homes
- Try to volunteer in daylight hours; if you are unable to ensure you carry a torch
- Be aware of your own well-being and ask for help and support if you need it
- At all times, please follow [Government](#) and [NHS](#) guidelines



Next Steps

- Creating a section on our website for links to online training resources
- Reviewing and updating our guidance as new information is issued and communicating this to groups and volunteers
- Working with the Dorset Community Response to establish a Community Groups Coordinator's Forum. This would be a way for the groups to communicate together, share good practice, experiences etc. It could also serve as a central source of communication, information and support for the important work you are undertaking in the community



Useful Links

- [Government - How to help safely](#)
- [Dorset Council - Communities and Volunteering](#)
- [Dorset Community Action](#)
- [Help and Kindness](#)
- [NCVO - Know How](#)



Stay In Touch



- www.volunteeringdorset.org.uk
- <https://twitter.com/vcdorset>
- www.facebook.com/volunteeringdorset/
- www.instagram.com/volunteer_dorset/



