

Derby Covid Community Support – Good Neighbour Volunteers

The new Derby Covid Community Support group made up of Community Action Derby, Public Health, Derby City Council, Derby Homes, University of Derby and representatives of Derby's Community and Voluntary Sector.

Thank you for offering to be a good neighbour volunteer during the Covid-19 crisis. You will play a vital part in the support we can offer in our communities, together we can make a difference.

Please take time to read through this document thoroughly, we want to ensure that you can support people in your community in a way that is safe for everyone.

Practical Volunteers - Stay safe when supporting others

1. Only offer your help if you're feeling well, aren't in a high-risk group and haven't been advised to self-isolate. **Please stop volunteering and inform your Ward Coordinator if your health circumstances change.**
2. Keep washing your hands often for at least 20 seconds. After you have done a visit and before doing another one, you must wash your hands. Use soap and water for at least 20 seconds or use hand sanitiser that is 60% alcohol based. Wearing gloves for each visit is not a requirement but down to personal choice. If you are out and about, think about carrying a bottle of water, hand soap and your own towel.
3. Stay at least two metres - about three steps - away from people you're helping. For example, when you drop off shopping knock on the door, step back, when the recipient answers the door confirm their name and leave the delivery in an appropriate place, no hand passing of shopping bags.
4. You should **not** go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves. However, where someone is struggling to put shopping away for themselves we may ask you to go into someone's home. In these instances the ward coordinator will talk through the process with you to make sure you are happy to do it. You should never do something you do not feel comfortable to do.
5. If you're trying to help someone with very serious issues – please speak to your Ward Coordinator or call 01332 640000. They are there to help and support you.
6. Safe lone working is essential – You must inform a relative or close friend that you are volunteering, where you are going, how long you expect to be and inform the same person when you have left safely. We suggest you do this when you have got back in your car and shut the door (but before you start the engine). You must also inform the same person that you are home safely when you have completed your deliveries for that day.
7. Carry out regular cleaning of car door handles, steering wheel, seatbelt, handbrake and gearstick each day.
8. Please inform your Ward Coordinator if you are not able to help as soon as possible. A vulnerable person could be relying on your visit and this will give us time to make other arrangements.

Telephone / Online Befriending

Here are a few things to consider when you are talking to the person(s) you are connected with.

1. You will be asked if it is ok for us to share your telephone number with the person(s) you are supporting. We want to encourage supportive, long lasting relationships within neighborhoods however; we do respect your right to privacy. If you would prefer to withhold your telephone number when calling a vulnerable person, you can do this by dialing **141** before entering your telephone number.
2. Try to keep topics of conversation neutral, probably best to avoid politics, religion etc. You could ask about their day, hobbies, films and there's always the weather.
3. Respect confidentiality, don't share any personal information you find out about the person you are supporting with anyone else. If you are worried about anything the person has told you or have any concerns then please discuss with your Ward Coordinator, the helpline or a member of the Volunteering Team.

Safeguarding

During your volunteering it is possible that you are made aware of some adults who may be experiencing some level of abuse or at risk of harm. If you do have any concerns or suspicions that you want to discuss or report please use the contacts below. We are here to support the community and you as a volunteer and your wellbeing.

Derby City Council Safeguarding Team

During office hours (Monday to Friday 9am to 5pm)

Contact details to make a referral to Derby City Council, Multi-Agency Safeguarding Hub (MASH):

☎: 01332 642855

Outside office hours

You can contact Careline (Derby's out of hours emergency social care service):

☎: 01332 786968

SMS text message number: 07890 034081 (for Deaf people only)

<https://www.derby.gov.uk/health-and-social-care/safeguarding-adults-at-risk/safeguarding-vulnerable-adults/>

Equality & Diversity

During your volunteering you will be working in diverse communities and its important that we respect each other. We ask that you treat others as you would like to be treated, and report any behaviors where anyone is not treated favorably or excluded in anyway.

Volunteer Support

There will be opportunities at regular intervals to access one to one support, to discuss any relevant issues you may have about your volunteering, and these are flexible to meet individual needs. You will also have access to a Derby Covid Volunteers Forum where you can share experiences and touch base with other volunteers across the city. Please contact a member of

the Community Action Volunteer Team on one of the numbers below:

Volunteer Agreement

We need you to:

- Be committed to the role and want to make a difference in your community. Help improve the quality of life for people who are socially isolated and may feel lonely.
- Read all information that is supplied to you, this is provided for you to carry out your role as safely as possible.
- Be reliable and punctual. Tell the person you are helping if you cannot make it or if you're going to be really late as they will be relying on your visit or call;
- Tell us when we are not supporting you in the way you need us to - we really welcome feedback so we can get better at doing what we do;
- Talk to us - we welcome new ideas and often find a fresh view can give us a new perspective that could enhance what we do, we also need to know if there are any problems that you are facing so we can try to help sort them out;
- Treat staff, resources and other volunteers with respect.

We commit to the following:

- To provide adequate information, resources and support so that you are able to meet the responsibilities of your volunteering role.
- To offer you support while you volunteer.
- To respect your skills, dignity and individual needs, and to do our best to adjust to your individual requirements.
- To listen to any of your comments regarding ways in which we might improve the way that we are responding to the pandemic.

Useful Information & Contact Details

Community Action Volunteer Team – Available Monday to Thursday 10am to 4pm

Rob Cutillo

✉: rob.cutillo@communityactionderby.org.uk

☎: 07931 555070

Stef Cockerham

✉: stef.cockerham@communityactionderby.org.uk

☎: 07931 555075

Kate Richardson

✉: kate.richardson@communityactionderby.org.uk

☎: 07931 555082

Community Action Website: <https://www.communityactionderby.org.uk/>

Facebook: @VolunteerDerby

Twitter: @DerbyVolCentre

Derby Covid Community Support

Helpline: 01332 640000

Email: Covidsupport@communityaction.org.uk

NHS: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Government: <https://www.gov.uk/coronavirus>

The latest government guidance for volunteers, can be found here:

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

Kate Richardson
Volunteer Coordinator
Community Action