



## Introduction

Even if you are a charity or community group, you may not be used to recruiting and managing volunteers, so if you are thinking about using volunteers to help your activities during the Covid-19 crisis, this toolkit is designed to help you set up your own processes. We've kept these as simple as possible and we are here to help you in any way we can.

- If you have any questions about setting up your own processes please contact us at [hello@vcsutton.org.uk](mailto:hello@vcsutton.org.uk).
- If you just need volunteers, we have a huge database of Sutton residents who have signed up to help and we can refer suitable volunteers to you. To make a request for volunteers, please contact us via this form: [https://docs.google.com/forms/d/e/1FAIpQLSe4SUTLGWuoschH3jKidRUKi-15DdBeip\\_dXY8o0oDVrzSQNgg/viewform](https://docs.google.com/forms/d/e/1FAIpQLSe4SUTLGWuoschH3jKidRUKi-15DdBeip_dXY8o0oDVrzSQNgg/viewform)

## Things to consider before you recruit volunteers

- Does your **organisation's insurance policy** cover volunteers? You need to check whether the policy covers the activities volunteers will be doing, and if it states any age limits for volunteers.
- Do you have an up to date **Privacy Policy** which covers data protection? The NCVO (National Council for Voluntary Organisations) has some really helpful resources including "[Involving volunteers – data protection](#)".
- Do you have a designated **safeguarding** lead for your organisation? If not, you must always provide your volunteers with the relevant safeguarding information for Sutton (see below).
- Do you have funds to cover **volunteers' out of pocket expenses**? What will be the process for reimbursing them?

## Registering new volunteers and taking details

Details should include:

- Name
- Email
- Phone number
- Address
- D.O.B.
- Next of kin (name and contact details)
- Driving licence number (if role includes driving)

- Their availability for weekdays/weekends/evenings
- Skills and any other details relating to their application
- A confidentiality agreement, particularly relating to sensitive and personal information of people they will be supporting
- If they hold a DBS (Disclosure and Barring Service), the DATE of the DBS.

*As an organisation or community group organising volunteering it is important to take appropriate steps to keep everyone safe. We would encourage all new community groups, unused to working with volunteers to use only those volunteers with enhanced DBS checks to work directly with vulnerable people and children. DBS checks are free for volunteers.*

*The government have recently introduced some temporary changes to ID checking guidelines as a result of the coronavirus outbreak - <https://www.gov.uk/government/news/covid-19-changes-to-dbs-id-checking-guidelines>*

## Information pack for new volunteers

It is a good idea to provide all your volunteers with an information pack and here is what we'd recommend you include:

- A welcome note from your organisation.
- Guidelines for keeping everybody safe such as the [one we have prepared for Volunteer Centre Sutton](#) which includes the latest NHS and Government advice.
- A clearly written description of the role/activity for example:

**Role:** Food Hub Packing Assistants

**Location:** Westcroft Leisure Centre, Carshalton

**Purpose:** packing food parcels for vulnerable residents

**Duties will include:** Pack boxes with food and essentials, including some lifting and handling of boxes. You will be required to work on your feet, lifting and packing boxes and respect the need to work at least 2 metres apart from others. Please note there will not be any personal protection equipment provided.

**DBS required?:** no

**Can this be done remotely?** No. This will be based at local food delivery hubs.

- Any specific safety guidelines around particular roles such as shopping for and delivering supplies to a person in self-isolation ([see Volunteer Centre Sutton's example here](#)).
- All volunteers should be provided with the contact details for your organisation's designated safeguarding lead if you have one, of who to contact and what steps to take if they have a concern. You should also include the following information from Sutton Council:

**If you have an immediate concern about the safety of an adult or child you MUST report it to Sutton Council:**

- **For a child**, you can call the Children's First Contact Service (CFCS) on 020 8770 6001 / 6072 between 9am and 5pm, Monday to Friday or call the out of hours or weekend duty team on 020 8770 5000
- **For an adult**, you can contact Sutton Council to report abuse of adults or concerns about abuse, 24 hours a day. Your call is confidential. Tel: 020 8770 6770

- A clear statement about what your organisation's insurance policy will and won't cover, especially relating to car insurance and volunteers who are using their own vehicles whilst volunteering for you.
- All volunteers should be paid for any out of pocket expenses. These expenses could include: travel, postage and telephone costs if working from home, essential equipment, such as protective clothing. You need to tell them how to claim expenses and ask volunteers to provide receipts.

## Finding the right help

There will be existing community projects and support services in Sutton that will be working hard in response to the crisis and who may be a more appropriate provider of help such as Age UK Sutton or Sutton Carers' Centre. You can find all this information on the [Sutton Council "How to ask for help" page](#). It is a good idea for you and your volunteers to be familiar with this page.

Other resources to help:

[Key Volunteer Safety Tips – a visual guide](#)

[Safety tips for shopping and delivering food](#)

[Guidance for people volunteering as telephone befrienders](#)

We will be adding resources and information regularly to our website at <https://vcsutton.org.uk/volunteer/covid-19-resources-for-volunte/> and also posting on our Facebook and Twitter pages.

[Find us on Facebook](#) "Volunteer Centre Sutton"

[Follow us on Twitter](#) "@vcsutton1"