C3SC Briefing
COVID-19 Volunteering and Working with Volunteers
01/06/20

In this briefing, we provide up to date information on COVID-19 related support around volunteering for groups and individuals in response to this pandemic in our communities across Cardiff. Our aim is to provide a summary of essential information and support available to volunteers, voluntary groups and organisations.

Celebrate Volunteers' Week 2020
Volunteers' Week is a 'time to celebrate'! It's an annual UK wide celebration of volunteers taking place this year between 1-7 June and is the perfect time to say a big 'thank you' to your volunteers. It is even more important than ever to say 'thank you' to the thousands of volunteers that have given their time in response to the recent COVID-19 pandemic. For ideas, resources and to get involved with the campaign, please go to Volunteers Week campaign pack. Share your stories/news to say 'thank you' and follow the hashtags **#VolunteersWeek** and **#WythnosGwirfoddolwyr** to see what others are doing and help spread the word.

Organisations arranging local events during Volunteers' Week are encouraged to register their activities on the official Volunteers' Week website.

Interested in volunteering in response to the COVID-19 pandemic?
Cardiff Volunteer Centre @C3SC has set up an opportunity specifically for people who are interested in volunteering in Cardiff. Please register here:
COVID-19 (Coronavirus) Call To Action - Volunteers Needed In Cardiff
We will link you with opportunities and other organisations looking for volunteers, as well as provide you with updates on volunteering in Cardiff.

Other volunteering opportunities
There are hundreds of volunteering opportunities on the Volunteering Wales website. You can search for available volunteering roles by entering your postcode and specifying the distance from your home you are willing to travel. You can use the 'Search' option to define what type of volunteering you are interested in. Access the Volunteering Wales website at **https://www.volunteering-wales.net/** to register.

Looking to recruit volunteers?
If your organisation is not registered, please register as a 'Provider' on the Volunteer Wales portal via https://volunteering-wales.net/vk/providers/registration_provider.htm and log in your account to 'create new opportunity'. *If your opportunity is in response to the pandemic please select COVID-19 when choosing the category.*

Please contact the Cardiff Volunteer Centre @C3SC via volunteer@c3sc.org.uk if you need any further assistance.

Youth Led Grant and Panel 2020/21

The Cardiff Volunteer Centre @C3SC is offering volunteering opportunities to 14-25 year olds to join our Youth Led Grant Panel. The YLGP meet to decide which youth-based projects in Cardiff should be awarded our Youth Led Grant, as well as receiving free training and work experience. This year we have up to £6,200 to distribute. Due to the pandemic, the Panel would be meeting and discussing via WhatsApp, Zoom and or Microsoft Teams. If you or any young person you know may be interested please contact us via **volunteer@c3cs.org.uk**

FAQs

Community tasks (via icanhelp app) on www.volunteering-wales.net

When you log into your account on www.volunteering-wales.net, you are given the choice to download the *icanhelp* app as a separate add-on. **icanhelp** is a progressive app which opens on your browser as a webpage. To use it, click on 'Open App' and follow the prompt to log in using the same credentials (your email and password) as you normally use to access Volunteering Wales. Alternatively the app can be accessed via this link: https://icanhelp.teamkinetic.co.uk/

You can apply for any available COVID-19 Community Tasks marked in 'New'.

Safeguarding (DBS, IDs)

The Cardiff Volunteer Centre @C3SC and Volunteering Wales does not require volunteers to have a DBS to register or volunteer for the majority of tasks/roles. DBS and/or ID is not a general requirement for volunteering, including for COVID-19 roles. However, individuals who already have a current and valid DBS may upload this on to their Volunteering Wales account - we can then link you to opportunities that may require DBS including our **NHS Volunteers - Drivers Needed in Cardiff & The Vale – COVID-19 (Coronavirus) Call To Action Volunteers**

Volunteers wishing to make their own application for a basic DBS check will need to go to DBS online application route here or through a Responsible Organisation – an organisation/body registered with DBS to submit basic checks. **Basic DBS checks cost £23 for all applicants including volunteers.** Please click on the link below for more information and guidance on how to register, and a list of registered bodies. https://www.gov.uk/government/publications/disclosure-application-process-for-volunteers/disclosure-application-process-for-volunteers

There is strict **eligibility guidance** to apply for standard or enhanced DBS checks. Where there is a legal obligation to require a volunteer to submit a current and valid DBS or apply for a new one, organisations you volunteer with are responsible for coordinating volunteer activities including safeguarding and any necessary checks and/or DBS. Where an organisation applies for a DBS on behalf of volunteers, generally **applicants do not pay for standard or enhanced disclosure checks for volunteer positions**.

Volunteering and Safeguarding

It's very important to keep volunteers and the people they support safe during this pandemic. Make sure you apply COVID-19 health and safety measures following official guidance - https://gov.wales/coronavirus-regulations-guidance - and ensure anyone who volunteers is aware of the early symptoms, of the need to tell their coordinator and stop volunteering immediately if they become unwell, and to self-isolate if necessary.

Whilst volunteering, please follow up-to-date government guidance on stopping the spread of the virus and keep to the following general rules to keep volunteers and the people you support safe at all times:

- **Wash your hands** with soap and water for 2 minutes. If you are delivering products don't forget to wash your hands after you have knocked doors or handled different bags; if walking someone's dog, make sure the lead is wiped down and keep the handover brief.

- **Keep the social distance** - 2 metres always and do not go into the home of the people you are supporting

- **Report any Safegarding issues:** volunteers should be made aware of their responsibilities, and clear procedures should be in place, to protect others from harm, abuse and neglect. Make sure volunteers know who they must speak to immediately to raise concerns.

- **Money and Cash handling**. When possible use cashless systems such as getting people to order and pay online, and avoid cash transaction. Bank debt or credit cards (or its details or PIN numbers) should not be handed over to anyone. If cash exchange cannot be avoided, anyone making payments by cash should wash their hands before placing cash in a sealed plastic bag, with a note saying how much money there is, the shopping list, and the date. The individual should also keep a record of how much was put in the bag, with the date. Social distancing should be applied when handing over the sealed plastic bag to a volunteer/ support worker. Further guidance can be found here WCVA: Coronavirus response – guidance on financial transactions

- **Use of PPE***: As directed by Health and Safety and COSHH regulations, PPE should only be used where the risk cannot be eliminated through other methods of control.* Guidance on PPE (Personal Protective Equipment) issued by Public Health Wales is available here Housing, health, social care and support settings: Examples to inform implementation of the updated Infection Prevention and Control guidance – COVID 19   The following has been taken from the guidance in relation to PPE and support services in the community:
  "Where direct hands on care is not being delivered then social distancing must be the key intervention to reduce spread of infection, as the 2m distance is outside the zone the droplet would fall. Staff also need to maintain social

distancing between themselves during their shift. Social distancing should be applied in a person's own home or in a hostel or communal house etc. so if the worker has no need to have direct contact or be within 2m of the individual e.g. providing meals or medications, counselling, undertaking maintenance or discussing day to day activities, then PPE is NOT required. The need to social distance must be explained to the client/service user along with the request that they adhere to this at all times."

- **Delivering Medicines Safely:** If delivering medicines, please follow the official Guidance here [Delivering Medicines Safely Covid-19: Guidance](#)

- **Volunteers who need to use their private phones can hide their numbers** by typing 141 before calling from a land line, or #31# if calling from a mobile phone. You can't hide your number if texting.

- **Proof of volunteer work.** Volunteers may find it helpful when volunteering to have some proof of their volunteer work with them - such as ID, a letter or e-mail from your coordinator.

Other relevant information:

- For further guidance and FAQ on volunteering you can go to https://gov.wales/volunteering-during-coronavirus-pandemic

- Welsh Government have produced [FAQs for the voluntary sector](#) on providing support for people that are shielding.

- Information on e-gift cards for volunteers shopping for the vulnerable can be found here [updated guidance from Welsh Government](#)

- Online courses and information, including safeguarding. C3SC has produced the following directory [Online Courses and Guidance to support the Third Sector](#)

Contact details

Information produced by Cardiff Third Sector Council. May 2020.
Email: ennquiries@c3sc.org.uk Website www.c3sc.org.uk Twitter @C3SC