

Coronavirus Information Pack for the Voluntary and Community Sector – 21st April 2020

Blaby District Council is continuously monitoring [Public Health England guidance](#) and the [NHS website](#) to ensure we are prepared to deal with Coronavirus. Our priorities are to protect the most vulnerable in our District, work with our communities and keep our essential services running during this pandemic.

The latest information is available on the dedicated [Coronavirus page](#) on the Blaby District Website and residents are encouraged to sign up for the Newsletter to stay up to date.

The Blaby District Community Hub www.blaby.gov.uk/community-hub has been set up and is working with a range of partner organisations to ensure that during this difficult time vulnerable people who have to isolate can get the help and support they need. Residents that wish to volunteer their time can get in touch through the hub to register their support.

In each Parish we have created a new Parish Liaison Officer role to help with the huge demands and challenges that the pandemic is causing. These roles have the specific aim of liaising with and supporting the local Parish Council and/or the lead community organisation(s) on the ground in each Parish.

An information pack has been produced to support households and the local community during the coronavirus outbreak. The pack contains key contacts and useful websites and resources. We recommend sharing this pack within the community where you can to ensure that as many people as possible have the support and knowledge they need at this challenging time.

<https://www.blaby.gov.uk/media/3832/coronavirus-community-pack.pdf>

We want to ensure that those undertaking volunteer roles during the Covid19 response are following current safe practice and guidance to help keep safe, as well as taking preventative measures to reduce the risk of spreading the virus to others.

Volunteers include those who are helping to make deliveries to households on foot or via vehicles, working in food distribution networks and neighbourhood hubs. This document **does not** cover clinical or social care roles that involve care provided directly to individuals within their homes or in care settings (face to face).

This guidance is current as of the date of publication, any updates and changes will be communicated through the Parish Liaison Officers.

Each section can be printed off separately and contains a brief outline of the key points, any current policy and guidance documents for this section and who these are relevant to where appropriate.

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Section 1: Parish Liaison Officer Contact Details

Parish	Linked Liaison Person	Telephone Number
Blaby	Lucy O'Doherty	0116 2727775
Braunstone Town & Thorpe Astley	Darren Farish	0116 2727696
Cosby	Keely Morris	0116 2503028
Countesthorpe	Sharon Bown	07917 557980
Croft	Jonathan Broomfield	0116 2727736
Elmesthorpe	Stephen Dukes	0116 2727520
Enderby	Jo Ling	0116 2727583
Glen Parva	Samantha Clarke	0116 2727544
Glenfield	Jo Ling	0116 2727583
Huncote	Ian Davies	0116 2727688
Kilby	Sharon Bown	07917 557980
Kirby Muxloe	Jo Ling	0116 2727583
LFE	Jo Ling	0116 2727583
Littlethorpe	Kristy Ingles	0116 2727565
Lubbesthorpe	Louisa Horton	0116 2727636
Narborough	Ben Austin	0116 2727699
Sapcote	Nick Fear	0116 2727605
Sharnford	Nick Fear	0116 2727605
Stoney Stanton	Andrew Hickling	0116 2727558
Thurlaston	Hannah Powell	0116 2727523
Whetstone	Eleanor Blackwell	0116 2727617

Section 2: Checklist for Volunteers

- Visiting homes to provide essential supplies or information should only be done if you have no symptoms (and are from a household where no-one is self-isolating).
- A 2 metres / 6 feet distance from any household occupants should be maintained. You **should** not enter a house unless you are part of a dedicated care team (e.g. from the NHS, social care or maintenance service).
- Follow social distancing advice by staying at least two metres / 6 feet away from other people when carrying out volunteering duties.
- You **should** avoid any physical contact with children and adults.
- Wash your hands regularly in line with the latest Government advice.
- If delivering items, please leave them on the doorstep and let the recipient know that they are ready to be picked up.
- Be clear about your volunteering role and only do things that have been agreed and you are comfortable with.
- **Do not volunteer to do any personal care when delivering food, medication or supplies. Carry out duties only if you can adhere to the social distancing advice.**
- Keep yourself and others safe. If a situation doesn't feel safe then don't proceed and contact the Police if you or others are in any immediate danger.
- Make sure someone knows your whereabouts at all times and maintain regular telephone contact with colleagues from your community or voluntary organisation.
- Keep people's information and circumstances confidential and don't share any information with family, friends or on Social Media.
- Do not offer medical advice, unless you're trained to do so, and signpost people to health professionals for advice (or ask them to ring NHS 111)
- If you are helping to exercise pets then arrange a time to collect the pet, ask for the pet to be left in the garden and if you have a spare lead use that rather than the owners.

Stop volunteering if:

- You feel unwell, especially if you have symptoms of coronavirus (fever/high temperature, cough (new and continuous), shortness of breath).
- You're asked to stop by a volunteering lead.
- It's not safe to keep volunteering.

Section 3: Disclosure and Barring Service (DBS) Checks for Community Volunteers during COVID-19 Outbreak

In order to tackle the spread of Coronavirus (COVID-19), we understand that people want to help others, including those who are already ill or at particular risk. We wholeheartedly welcome such efforts and want to assist volunteers and the people receiving support in ensuring that help is provided safely.

The Disclosure and Barring Service (DBS) works to support recruiters and voluntary organisations by allowing them to make safer recruitment decisions. The whole country is coming together to overcome the COVID-19 crisis and the vast majority of volunteers who have come forward will **not** require a DBS check.

Where people require support the first option should always be to rely on friends, family, or neighbours who already know one another. If this is not possible, there are some very simple steps that can be taken to make arrangements with community volunteers and to keep everyone as safe as possible. **Particular care** must be taken where **children or vulnerable adults**, such as those with dementia, mental health problems or other medical needs, are helped.

The only people who are **legally prevented from volunteering with children and vulnerable adults** are those who have been **barred from doing so by the DBS**. Community Groups **should** ask their volunteers if they have been barred and **should not allow them** to work closely with children or vulnerable adults.

It is **not expected** that community volunteers will be offering personal care to strangers. If someone requires that type of personal care and they don't have the necessary services in place, you **should** help them to contact the appropriate health and social care services.

For many local organisations which are being set up spontaneously to support people in the local community **a DBS check will not be required**. However, there are sensible and pragmatic steps that can be taken:

- The most important thing you can do as a Volunteer Co-ordinator is to ensure your group considers safeguarding practices (guidance in Section 4).
- Ensure that you adopt simple precautions like keeping records, for example, volunteer details (e.g. name, address and phone number).
- If working in pairs remembering that volunteers must stay two metres / 6 feet apart at all times.
- Record simple details of the amount of money spent.
- Providing shopping receipts to customers.
- Shopping for basic necessities, for example food and medicine, should be carried out as infrequently as possible. Leave supplies at the door, where possible, to avoid entering another household.

Section 3.1: How to apply for a DBS Check for Community Volunteers during COVID-19 Outbreak

If the organisation / community group considers DBS checks for volunteers are required please follow the guidance below:

Standard or enhanced applications that meet the DBS definition of a volunteer are free-of-charge

The definition of a volunteer under the DBS is as follows:

- you must not receive any payment or allowances for carrying out an activity, other than travel or out-of-pocket expenses and
- the activity must benefit a third party other than, or as well as a family member

To establish if the role is eligible for a standard or enhanced DBS check, use the [eligibility guidance](#)

- If the role is eligible for a standard or enhanced check, consider whether it meets the definition of a volunteer:
- If the role is considered a volunteer they will need to complete the relevant sections of the application form provided by the 'umbrella agency' – see below
- Documentation to prove identity will also be required – see below.
- Volunteer applications are monitored and action is taken if they believe that inappropriate volunteer applications are submitted.

Umbrella organisations and DBS requirements

Blaby District Council acts as a DBS umbrella body for the third sector, and if you have a role that is eligible for a standard or enhanced DBS check please contact:-

Email: Human.Resources@blaby.gov.uk

A DBS Umbrella Body is authorised by the UK Government to act as an intermediary between the Disclosure and Barring Service and an employing organisation requiring the completion of a DBS check.

If you do:

- fewer than 100 checks a year you must [use a company known as an 'umbrella body'](#)
- 100 or more checks a year you can choose to [register with DBS](#) or use an umbrella body

ID Documents

Due to current measures that have been put in place as a result of the coronavirus outbreak, organisations are having difficulty following the normal DBS ID checking guidance. It is difficult to process physical documents and it is delaying applications, and in some cases, preventing applications from being submitted.

To ensure that the necessary DBS checks can still be carried out, the DBS ID checking guidance will be changed for a temporary period.

The change will enable:

- ID documents to be viewed over video link.
- scanned images to be used in advance of the DBS check being submitted.
- The DBS Umbrella Body will advise you on requirements.

Please note, the change should only be implemented for urgent cases where it is not possible to follow the normal identity checking guidelines. The applicant must present the original versions of these documents when they first attend their employment or volunteering role.

Details of documentation required for DBS checks can be found by visiting <https://www.gov.uk/criminal-record-check-documents>

Section 3.2 Frequently Asked Questions for those organising a community volunteer group:

I would like to set up a community group where volunteers can offer to provide shopping or pick up prescriptions for those unable to leave their homes. Do I need to carry out Disclosure and Barring Service (DBS) checks on the volunteers?

No, there is no legal requirement for you to carry out DBS checks on volunteers. Some established organisations (such as National Charities) may already have this policy in place and the DBS is working to process any checks as quickly as possible.

Is anyone barred from volunteering?

The only people who are legally prevented from volunteering with children and vulnerable adults are those who have been barred from doing so by the DBS. If you have been barred from certain types of work, then you would be committing an offence by trying to do that work.

Community Groups should ask their volunteers if they have been barred. If they have been barred, then you **should** not allow them to work closely with children or vulnerable adults.

Although there may be no requirement for me to have my volunteers DBS checked, should I do so anyway?

Many of the roles that volunteers will carry out in their local communities do not raise safeguarding issues and do not need a DBS check. You can have a look at the [DBS eligibility guidance](#) to confirm whether the activities your group propose to do are captured.

If your group's activities are captured, under normal circumstances we would advise that having volunteers DBS checked is a prudent safeguarding step. There is, however, no legal requirement for you to have a DBS check. Regardless of whether you choose to have volunteers DBS checked, you should ensure your group follow simple, practical safeguarding precautions (further guidance in Section 4).

I want to carry out DBS checks on volunteers who are carrying out activities that are eligible, such as looking after children or providing help with washing and dressing vulnerable people. Who should pay for the checks?

Day-to-day contact with other people should be reduced to reduce the spread of Coronavirus (COVID-19). Personal care of this sort should be provided by professionals, or specialist volunteers with the appropriate skills, training and checks.

It is not expected that community volunteers will be offering personal care to strangers. These activities should be provided by professionals.

If someone requires that type of personal care and they don't have the necessary services in place, you **should** help them to contact the appropriate health and social care services.

Standard or enhanced applications that meet the DBS definition of a volunteer are **free-of-charge**.

To qualify as a volunteer:

- you must not receive any payment or allowances for carrying out an activity, other than travel or out-of-pocket expenses and
- the activity must benefit a third party other than, or as well as a family member.

For more details about applying, please see the [DBS guidance on eligibility for standard or enhanced checks](#) and [how to obtain a DBS check](#).

Are organisations and their staff/volunteers able to change the activities they are doing to meet community needs without asking for new DBS checks?

DBS checks are applicable to the group of people a volunteer or employee is going to be working with, such as children or vulnerable adults.

For example, if someone usually drives adults to and from hospital, but they are now also helping with shopping, a new DBS check would not be needed. If the same person now wishes to supervise children, then the organisation should assess this change in role and consider whether a new DBS check is appropriate.

If someone who has been working in a nursery wishes to help in a school, for example, then a practical decision can be made about accepting their current certificate for the new role.

Are DBS checks transferrable between the organisation that obtained it and the new voluntary group or charity?

If someone has a check from their current or previous role with children or adults, then new voluntary groups can make a practical decision about accepting this for their new role. Although ordinarily a check for a role with children would not be sufficient for working with adults, groups may consider this is a reasonably safe thing to do, based on the information on the check and the surrounding circumstances.

Some individuals may have linked their DBS check to the Update Service, which shows whether their certificate is still valid or if there is new information that could be disclosed.

Would a volunteer in my group be eligible for a DBS check if they visit a house where a child or vulnerable adult, e.g. someone with dementia, lives?

Simply entering someone's home would not make someone eligible to be asked for a DBS check. However, some activities, such as helping someone with their personal care needs (like washing or bathing, or helping someone with eating their meals), may mean a DBS check **should** be done. The [DBS eligibility tool](#) will help you work out if what you are doing is eligible for a check.

However, it is not expected that community volunteers will be offering personal care to strangers. These activities **should** be provided by professionals.

If someone requires that type of personal care and they don't have the necessary services in place, you **should** help them to contact the appropriate Health and Social care services.

If a volunteer has a DBS check, how long does it last for?

DBS checks have no official expiry date. In the case of new voluntary or community groups, we suggest that if a check is older than three years a decision should be made based on the individual and the role they will be carrying out.

Could Councils or other local organisations which regularly use DBS services work with my community group to make checks?

Yes, there may be opportunity for organisations that regularly use DBS services to submit checks on behalf of new community groups.

Blaby District Council can submit DBS checks for the third sector.

Email: Human.Resources@blaby.gov.uk

However, in order to submit a DBS check it is essential that someone is making decisions about whether people are suitable to carry out certain activities.

It is important to note that on its own, the DBS check does not mean someone is suitable for volunteering work. It is important that good safeguarding practice and awareness continues, even during these circumstances. (Further information in Section 4).

Section 3.3 Frequently Asked Questions for Individuals wanting to assist those in their local community:

I would like to volunteer to help those in my street who are unable to leave their homes by delivering shopping or walking their dogs. Do I need a DBS Check?

No, there is no legal requirement for you to have a DBS Check.

However, volunteers will want to ensure that their activities are transparent and trusted by the community they are helping. Simple, practical precautions such as working safely in pairs if possible, keeping records of money spent and providing shopping receipts will help to achieve this.

If they are not from the same household, volunteers must stay two metres apart at all times.

Please remember that gatherings of more than two people in public are currently banned, with these measures being enforced by the police.

What if I have a criminal record? Will that stop me from volunteering?

If you have a criminal record you can still volunteer for most roles. If you are asked by the volunteer organiser for a DBS check for your volunteering role, you can discuss anything that is disclosed on the certificate with them.

The only people who are legally prevented from volunteering with children and vulnerable adults are those who have been barred from doing so. If you have been barred by the DBS, you will have been informed by the DBS, so you will know you have been barred and from what type of work and you would be committing an offence by trying to do that work.

Do I need a DBS check if I'm helping with personal care, such as washing and dressing?

If you are helping in this way for a friend or family member, then you don't apply for a DBS check. However, it is not expected that community volunteers will be offering personal care to strangers. These activities **should** be provided by professionals.

If someone requires that type of personal care and they don't have the necessary services in place, you **should** help them to contact the appropriate health and social care services.

My DBS check has recently expired. Do I need to apply for a new one?

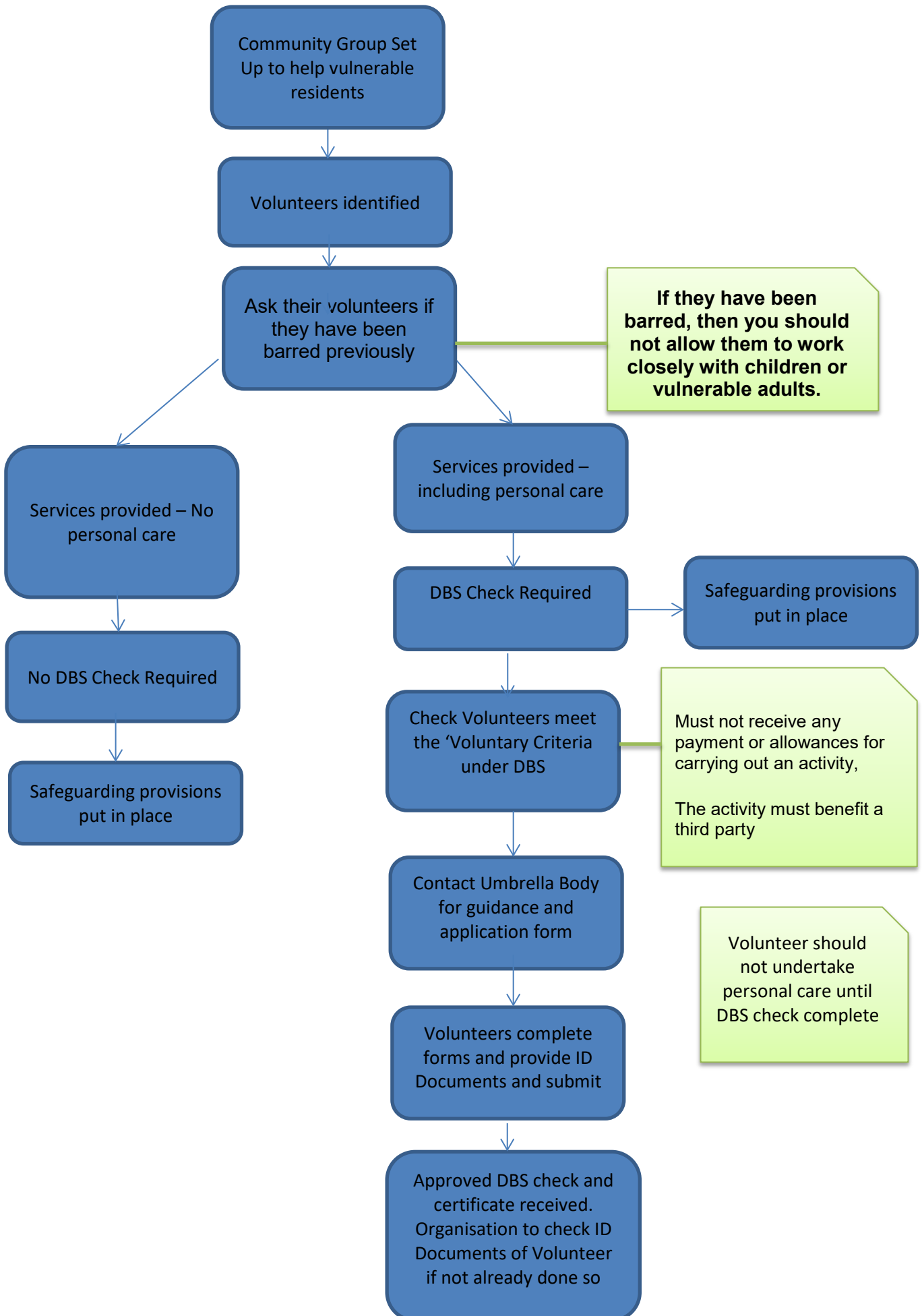
As DBS checks do not have an expiry date, you should speak with the organisation that you are going to be working or volunteering for. They may choose to accept the check that you already have.

Do I need a DBS check if I'm helping with medical care?

If someone you are supporting requires medical care, and they don't have the necessary services already in place, you **should** help them to contact the appropriate health or social care services.

Medical care **should** be provided by professionals, or specialist volunteers with the appropriate skills, training and checks.

Section 3.4: Voluntary Organisation DBS Check Process



Section 4: Safeguarding Guidance for Volunteers and Community Groups

During this difficult time, as a volunteer or community organisation, you may be involved in tasks that you may not ordinarily be doing. You may come across some difficult situations and some particularly vulnerable people. To ensure that you feel able and confident to deal with any concerns, this document contains simple guidance that you may find helpful.

If you come across someone, and you are concerned, you do not need to know everything about the person or exactly what is happening to them. You may just be worried or feel that something is not quite right.

Stay Calm – reassure the child or vulnerable adult, do not promise confidentiality and keep questions to a minimum

Think! - Does the person need Emergency Services? If a child or adult is in immediate danger contact 999 for the police or ambulance as appropriate.

You should have your own procedures around safeguarding if you are part of an organised group, we encourage you to follow this as far as possible and speak to your identified Safeguarding lead. However, a referral or any urgent medical treatment must not be delayed by the unavailability of your identified safeguarding lead or named professional. If they are not available, please use guidance below:

If you are concerned about a child

If you're worried about a child or young person and think they may be a victim of neglect, abuse or cruelty you have a duty to act and share your concerns.

Phone 999 if a crime is being committed or if a child is in immediate danger

Telephone Leicestershire County Council's First Response Children's Duty Team if you have urgent concerns about a child or need to discuss a situation with them by **calling 0116 305 0005 (24-hour phone line)**.

If the concern is not urgent, any professional or practitioner wanting to make a request for service support should complete a **(MARF) form online** or visit <https://www.leicestershire.gov.uk/education-and-children/child-protection-and-safeguarding/report-abuse-or-neglect-of-a-child>. You may not have all the information you are asked for but, the person making the referral, should provide as much detailed information on the form as possible. Absence of information must not delay a referral.

If you are concerned about an adult

If you are worried about an adult and think they may be a victim of neglect or abuse, contact your local Adult Social Care office or the Police.

Phone 999 if a crime is being committed or if someone is in immediate danger

If the adult you are concerned about is not in immediate danger but is at risk of being abused, being abused in a care home or being abused by a care worker in their own home you should report your concerns to Leicestershire County Council Adult Social Care Customer Service Centre by calling: **0116 305 0004** (Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm) or emailing:

adultsandcommunitiescsc@leics.gov.uk. Outside of these hours the **Emergency Duty Team** can be contacted by calling: **0116 255 1606**.

Who is an adult at risk?

An adult at risk is someone who:

- has needs for care and support - whether or not Leicestershire County Council is meeting any of those needs
- is experiencing, or are at risk of, abuse or neglect and
- as a result of these needs are unable to protect themselves against the abuse, neglect or risk of abuse or neglect as a result of their needs

It is important to remember that because someone is old, frail or has a disability, this does not mean they are inevitably 'at risk'. Any adult who has the mental capacity to make decisions about their own safety may be perfectly able to make informed choices and protect themselves from harm.

In the context of safeguarding adults, the vulnerability of the adult is related to how able they are to make and exercise their own informed choices free from duress, pressure or undue influence of any sort, and the extent to which they can protect themselves from abuse, neglect and exploitation. It is important to note that people with capacity can also be vulnerable.

Domestic Abuse

This can be a worrying time for those living with domestic abuse. Information regarding help and support can be found by contacting

Blaby Domestic Abuse Outreach - 0116 272 7637

<https://www.blaby.gov.uk/leisure-health-and-community/health-safety-and-support/domestic-abuse/>

or on the [Leicestershire County Council website](#).

Phone 999 if a crime is being committed or if someone is in immediate danger

Contact Leicestershire police on 101 if you think a crime has been committed but there is no immediate danger.

If someone is seeking support for **domestic violence** they can contact United Against Violence and Abuse (UAVA) <http://www.uava.org.uk/>:

Text only support: 07715 994 962

Phone advice line: 0808 802 0028 (the advice line is open from 8am to 8pm Monday to Saturday. It's free, confidential and hidden from bills)

Consent

It is always essential in safeguarding to consider whether the adult is capable of giving informed consent in all aspects of their life. If they are able, their consent should be sought, if possible, and where appropriate recorded, before sharing information.

Safeguarding children and adults is complex and can be difficult to deal with, for further more detailed information please look at LLR Multi-Agency Procedures:

For Adults: <http://www.llradultsafeguarding.co.uk/contents/>

For Children: <https://llrscb.proceduresonline.com/>

Remember, the welfare of the child/vulnerable adult is the most important concern, but it is equally important that you consider your own safety and do not put yourself at risk of danger. **Contact the emergency services immediately if there is a risk to you or someone else's safety. Do not intervene unless it is safe to do so, report your concerns so that trained staff can take any necessary action.**

Section 5: Guidance for Food Preparation and Provision during the COVID-19 Outbreak

The following documents provide guidance during the COVID-19 Outbreak on emergency food provision, preparation and delivery. Some VCS organisations will already have revised their own policies in line with current guidance to meet the COVID-19 response.

Outlined below is the intended distribution for each document and who these should be distributed to:-

Section 4.1 - Operational Advice for Managers Providing Emergency Food Provision

- This guidance is for managing food hubs and should go out to the Parish and VCS Managers.

Section 4.2 - Guidance for Customers Receiving Food Deliveries

- This is to be put with the food delivery and will be included with the delivery note with parcels from the BDC Community Hub. The Parish/VCS can use it to put in with their own deliveries

Section 4.3 - Guidance for Volunteers Preparing or Delivering Food Parcels

- This is to be given to all volunteers working at BDC Community Hub and Parish/VCS volunteers.

Section 4.4 - Guidance on the Safe Delivery of Food

- This guidance is for managing food hubs and should go out to the Parish and VCS Managers.

Section 5.1:

COVID 19 - Operational Advice for Managers Providing Emergency Food Provision

This guidance has been developed by Blaby District Council based on the Leicester Emergency Food Partnership and Leicester City Council Public Health service guidance*

Thank you for the important work that you are doing within the community. Your work is helping to support those that cannot currently leave their homes and is protecting vulnerable members of the community from Coronavirus.

Please use the following guidance. This is for both your safety and the safety of the people you are supporting.

Generally when providing emergency food provision:

- Do everything possible to deter collection by setting up clear, non-face to face referral channels (phone / email / online) and delivery where possible.
- Operate with the minimum number of volunteers possible for the food bank to function. Ensure that the recommended distance of two metres / 6 feet, between each person is adhered to.
- Volunteers must NOT be in the vulnerable category (i.e. aged 70 or over, pregnant or with underlying health conditions that mean that they are vulnerable e.g. diabetes or chronic lung conditions).
- Ensure all staff wash their hands regularly with soap and water (for 20 seconds). Refer to signs for the correct way to wash hands.
- Keep your hands away from your face, particularly your eyes, nose and mouth.
- Frequently clean and disinfect objects and surfaces that are touched regularly (e.g. door handles, light switches and work surfaces) using standard cleaning products.
- Operate for the minimum time possible that still allows for deliveries to be made and parcels to be distributed.
- Take a direct route to and from the foodbank.
- Be mindful of Covid19 guidance and the need to be careful and thoughtful about actions at all times to protect yourself and others.

When food parcels are delivered:

- Leave the food parcel at the person's front door and do not enter the person's home. Knock on the door, step back at least two metres / 6 feet and wait until the item is collected.
- Provide delivery drivers with the separate guidance developed to protect them and ensure that they understand what they are being asked to do.
- Keep at least two metres / 6 feet apart from other people at all times, including within vehicles.
- Sanitise your hands before and after delivering the food parcel.

- Frequently clean and disinfect objects and surfaces that are touched regularly (e.g. steering wheel, gear stick and car door handles).

Face to face interaction:

Delivery is the safest way to help people and the model that the Council supports. We are finding a small number of people approaching Food Banks directly for assistance. Where this happens the following must happen:

- Customers must be served outside of the building with a minimum of two metre / 6 feet separation.
- Queuing customers must adhere to the two metre / 6 feet separation rule. This can be achieved by taping or marking two metre / 6 feet separation lines.
- Try to avoid customers queuing by routing them to other referral channels if they are able to access them.
- Put signs up advertising referral channels along potential queue routes to deter them from developing.
- If at all possible arrange delivery for any people who have turned up or ask people to return at a later time to collect their parcel rather than wait.
- Talk to customers from inside the building through either a closed door or window. Leave the food parcel outside, two metres / six feet from the customer and withdraw inside before allowing them to take the food parcel.
- Where objects and surfaces are touched regularly by those seeking help (e.g. doorbells) frequently clean and disinfect them using standard cleaning products.
- Wipe all preparation surfaces after each parcel.

Please prioritise your personal safety. It is important that you do not prioritise the needs of others over the need to stop the spread of the virus.

Important:

If you develop a new continuous cough and/ or high temperature (however mild) please stay at home for seven days. If you live with someone who has developed symptoms (however mild) please stay at home for 14 days. Contact your volunteering team co-ordinator and let them know so they can assign the task to another volunteer.

If you have any questions or concerns that are not answered in this guidance, please contact your volunteer co-ordinator for assistance.

For information about COVID-19 the following websites are good sources of information:
www.nhs.uk www.gov.uk

Thank you

**Based on Public Health England guidance as published on 31 March 2020*

Section 5.2:

COVID 19 – Guidance for Customers Receiving Food Parcels

We hope you are keeping well at this difficult time, and that the food contained in this parcel will support you to stay safe inside your home. By staying at home, you are protecting yourself and the wider public from the spread of Coronavirus (COVID-19).

Please wash your hands with soap and water for at least 20 seconds after receiving this parcel.

Although the risk from food packaging is very low, please wash your hands after handling any food packaging.

You may wish, where possible, to set the parcel aside before use as under most circumstances, the amount of infectious virus on any surface is likely to have decreased significantly by 72 hours.

- **Please put any chilled food into the fridge straight away.**

You should wash your hands with soap and water for at least 20 seconds before and after preparing or eating food.

You may feel worried about Coronavirus and be starting to feel isolated.

Take care of your mental health and wellbeing by, for example:

- Building physical activity in your daily routine such as dancing to music, cleaning your home and following online exercise workouts.
- Connecting with people on the phone or digitally. For example, by making plans to video chat with people that you would normally see in person.
- Planning a daily routine.
- Eating well and staying hydrated.
- If news stories make you feel anxious, think about switching off any notifications, or reducing your time on social media.
- Find ways to relax and be creative at home.

Please stay informed of the latest news from trustworthy sources such as the Government (www.gov.uk), NHS (www.nhs.uk) and BBC News.

Visit www.blaby.gov.uk for service updates and latest news.

Sign up at <https://www.blaby.gov.uk/coronavirus/> to receive our regular email news updates.

Section 5.3:

COVID 19 – Guidance for Volunteers Preparing or Distributing Food Parcels

Thank you very much for the important work that you are doing to prepare or distribute food parcels within the community. Your work is helping to support those that cannot currently leave their homes and is protecting vulnerable members of the community from Coronavirus.

When preparing or delivering food parcels to members of the public, please stick to the following guidance. This is for both your safety and the safety of the person receiving this parcel and will ensure that all food parcels are sanitary and secure.

Within the Hub:

- When in the hub please wash your hands regularly with soap and water (for 20 seconds).
- Keep your hands away from your face, particularly your eyes nose and mouth.
- Keep at least 2 metres / 6 feet apart from other people at all times.
- Frequently clean and disinfect objects and surfaces that are touched regularly using standard cleaning products
- Wash your hands with soap and water when you return home

Before leaving the Hub to make deliveries:

- Ensure you have sanitiser on your person before making any deliveries.
- Ensure that the number of people in the vehicle allows you to maintain the 2 metres / 6 feet social distance rule within the vehicle.

During the delivery:

- Keep at least 2 metres / 6 feet apart from other people at all times, including within vehicles.
- Sanitise your hands before and after delivering the food parcel.
- Leave the food parcel at the person's front door.
 - Knock on the door, step back at least 2 metres / 6 feet and wait until the item is collected.
- If you are required to enter a residential building such as a block of flats or apartments to deliver your parcel, please maintain the 2 metres / 6 feet social

distance, avoid touching doorknobs or handles, and sanitise your hands thoroughly after leaving. Leave the parcel outside their front door.

After your delivery:

- Wash your hands with soap and water when you return to the Hub and when you return home.

Please prioritise your personal safety. It is important that you do not prioritise the needs of others over the need to stop the spread of the virus.

Important: If you develop a new continuous cough and/ or high temperature (however mild) please stay at home for 7 days. If you live with someone who has developed symptoms (however mild) please stay at home for 14 days. Contact your volunteering team co-ordinator and let them know so they can assign the task to another volunteer. If you have any questions or concerns please contact your volunteer co-ordinator for assistance.

For information about COVID-19 the following websites are good sources of information: <https://www.blaby.gov.uk/coronavirus/> www.nhs.uk and www.gov.uk

Thank you

Section 5.4: Guidance on the Safe Delivery of Food

The following practices allow for the safe delivery of food:

1. All food must be obtained from reputable suppliers and stored in accordance with the manufacturers' instructions.
2. All bags / boxes used to transport the food must be clean and in good condition.
3. Cool boxes must be cleaned and sanitised regularly using a clean cloth or paper towel and an anti-bacterial spray which meets BS1276 or BS13697 (it should state this on the label).
4. Frozen and chilled products must be placed in a cool box with ice blocks above and below the food. Food should be placed in the cool boxes as soon as possible after delivery and kept in there until reaching the recipient.
5. For chilled products (especially meat products) the packaging must be intact so the product inside is not exposed to the air. If the seal is broken the food should be discarded.
6. The packaging of all food should be in a good and clean condition. If the outer carton of a packet has slight damage but the internal packaging is intact then the product should be safe to eat.
7. All delivery personnel must wash their hands regularly and use hand sanitiser before each delivery.
8. No delivery personnel should work if they have had any sickness or diarrhoea symptoms in the previous 48 hours. In the case of any symptoms of Covid-19, they must follow the current Government advice on self-isolation.
9. All delivery personnel should follow the correct social distancing guidelines (2 metres / 6 feet apart) at all times.
10. All delivery personnel have received training suitable for their duties.

Expiry Dates

11. Most chilled food will have a **use by date**. This is the date that the manufacturer states that the food will still be safe to eat. Food eaten past its use by date poses a risk of food poisoning.
12. Most frozen and shelf stable food will have a **best before date**. This is the date that the manufacturer states that the food will be of satisfactory quality. It is normally safe to eat food that has passed its best before date as this is more a guide on quality not safety.

Section 6: Data Protection and COVID-19

As COVID-19 continues to sweep across the UK, more and more people are driven to help the most vulnerable in our communities. Church groups, Neighbourhood and Resident Associations are being set up to support the work of existing community groups, services and Charities.

Often, these groups need to handle sensitive personal information and share it with others. And that means taking account of data protection law.

If you've just formed a community group, this may be the first time you've had to think about data protection. Put simply, the law is a set of sensible standards that will help you handle people's information responsibly. That means taking proper care of things like people's names and addresses as well as more sensitive details about their health or religion.

Keep it clear:

You should be clear, open and honest with people about what you are doing with their personal information. Tell them why you need it, what you'll do with it and who you're going to share it with.

It's best to have this written down in a document called a **privacy notice template** <https://ico.org.uk/for-organisations/business/create-a-privacy-notice/> But if that's going to delay vital support, then you can just speak to people.

Keep sharing:

In an emergency, working with partners and sharing information with them can make a real difference to public safety. In fact, it could be more harmful not to share the data than to share it.

For example, you might need to tell a local Council about elderly residents who are housebound due to self-isolation and who need support.

If you can, think ahead. What kind of information are you likely to share? What do you need to do to make sure that happens securely?

Data protection law does not prevent you sharing personal information where it is appropriate to do so.

Keep it lawful:

If you're not sure whether you should be handling personal data, think about whether it falls into one of the following categories:

- Would the person expect me to use their information in this way (legitimate interests)?
- Have they given me their clear and unambiguous consent to use their personal information (consent)?
- Is the person's health or safety at risk if I don't use their personal data (vital interests)?

If the answer is yes to any of these questions, then you can handle and share personal data.

You should also take particular care if you're handling sensitive data, referred to as 'special category data' in data protection law. This is private information like your health records, sexuality, race, ethnicity and religion. If you are going to use this kind of information, you should ask further questions:

- Do I need this information to protect a person at risk (safeguarding individuals)?
- Have they given me their explicit consent to use their private information (consent)?
- Would this information save someone's life (vital interests)?

If the answer is yes to any of these questions, then you can also handle and share this type of information. Make sure you are doing only what is necessary and appropriate for the task at hand.

Keep it secure:

You must look after the personal data you collect. That means keeping it secure on a device – which can be your own - or in a locked cabinet, for example.

Security measures needn't be so onerous that they prevent you carrying out your work.

Think about the impact on a vulnerable person if the information they entrusted you with becomes lost or stolen. Then apply measures to reasonably reduce the risk of that happening.

Please use the link below for security tips.

<https://ico.org.uk/media/for-organisations/documents/2617548/ico-data-security-guide-to-the-basics.pdf>

Keep it to a minimum:

Only use and keep what you need to provide help to vulnerable people during the COVID-19 crisis. When the emergency is over, make sure you and your volunteers securely delete or destroy any personal information that you no longer need.

Keep a record of what you've done:

Finally, you should keep a record of any decisions you make that involve the use of personal information. Ideally, you should do this first – even before you start collecting information. But we understand that might not be possible during the pandemic. So just make sure you keep notes of what you've done and why and then make more detailed records as soon as possible.

For further help or support please contact:

The Information Commissioner's Office on 0303 123 1113

Section 7: Department of Work and Pensions (DWP) Update

Statutory Sick Pay (SSP)

SSP is a benefit paid to employees by employers. It can be paid for up to 28 weeks to people who normally earn at least £118 per week.

It is currently £94.25 per week. The normal annual increase will take this to £95.85 from April 2020.

You may get more than this from your employer when you are ill. This is because your contract for your job allows the extra. Anything over the SSP rate is called occupational-sick-pay or contractual-sick-pay.

What's changed?

SSP now covers people who are ill, people who have to self-isolate and people who are caring for self-isolators in the same household.

Until Covid-19 you did not get SSP for the first three days of your sick-leave. From 13th March these *waiting days* have been temporarily suspended.

Until Covid-19 you had to get a medical certificate (Sick-note or fit-note) from your GP after the first seven days of illness. Your employer can use discretion not to ask for medical evidence. From 20th March you can get an online isolation note from the NHS111 website or the NHS app.

Contribution-based Employment and Support Allowance (cESA) - also known as *New-style ESA*

Employment and Support Allowance is a non-mean-tested benefit paid by the Department for Work and Pensions to some people who don't get SSP if they are not well enough to work.

Because it is non-means-tested you can claim cESA even if you have other income or savings.

cESA is an individual benefit, you can claim whether or not you have a partner. S/he has no effect on your claim.

To make a new claim for cESA you must have worked for at least 26 weeks and paid National Insurance in one of the tax years 2017/18 or 2018/19.

cESA starts off at £73.10 per week (£74.35 from April 2020) and can be increased later depending on the severity of your illness or disability.

What's changed?

cESA now covers people who are ill, people who have to self-isolate and people caring for a child who is ill or self isolating with coronavirus.

Until Covid-19 many people didn't get cESA until the eighth day of illness. These waiting days have been suspended.

If you have a long-term illness you usually have to attend a face-to-face assessment of your health problems to get cESA. These have now been suspended and all assessments will be done over the phone.

Universal Credit (UC)

Universal Credit is a means tested benefit. The amount that you get depends on your income and savings. If you have a partner you must make a joint claim.

Before UC there were different benefits for workers, non-workers, carers, lone parents, people who are ill, and some people in education. UC covers all these different people.

Before UC there were different benefit for adults, for children and for rent. UC deals with all of these things in one.

UC is paid monthly. You can ask for an 'advance' and get a month's money up-front when you make your claim. This is a loan though and you must then repay it.

You claim UC online at <https://www.gov.uk/apply-universal-credit>

What's changed?

UC includes monthly *standard allowances* for adults. These were due to be slightly increased in April 2020. In response to Covid-19 they will be increased by £20 per week for one year from 6th April. The increase works out to be £86.67 per month.

The new rates will be:

Single claimants under 25 - £344.44

Single claimants aged 25 or over - £404.49

Joint claimants both under 25 - £481.87

Joint claimants where either is 25 or over - £585.56

Until Covid-19 many self employed people were assumed to earn the equivalent of full-time minimum wage. This minimum-income-floor can now be suspended

Until Covid-19 must UC claimants had to attend an interview at the jobcentre. These have been suspended.

Other Changes

Jobcentres are closed except for people with appointments.

Work-search requirements can be suspended.

Face-to-face PIP assessments have been suspended.

Section 8: Commbus Community Bus Service Update

Commbus community bus service has been suspended for the current time but they do have vehicles and volunteer drivers on standby in case they can be of any help in the community across the District.

One of the minibuses has had its seats taken out so it can be used as a van and they have a couple of drivers who are willing to volunteer to help with essential transporting of goods, subject to availability.

Please contact:

Kim Richardson
Mobile - 07899 668034
kim.richardson@outlook.com

Or

Olly Curran
Mobile -07836 218783
dogsquad.curran@btinternet.com

Section 9: Funding

There is helpful information and advice for organisations that have concerns about the impact of Coronavirus on their finances.

Voluntary Action Leicestershire (VAL) newsletters contain useful information to support organisations and also have details of current funding streams available on their website:

- Sign up to receive VAL newsletters:-

<https://valonline.org.uk/subscriptions/>

- VAL Funding information for organisations during COVID-19:-

<https://valonline.org.uk/funding-for-charities-during-covid-19/>

The Leicestershire Communities website also contains useful information, including their usual funding bulletin:

<https://www.leicestershirecommunities.org.uk/>