

COMMUNITY RESPONSE UNIT

NEWSLETTER

Support@nwleicestershire.gov.uk - our dedicated email
address for volunteering and those needing assistance



APRIL 2020 | Corona Virus Special

Safety Of Vounteers

Please advise volunteers:

1. Don't ask volunteers to pay for someone's shopping or use their bank card. Instead, help them get online direct agreements with local independent shops who may deliver and take payment by phone.
2. Normally volunteers are required to tell their insurance company they are using their car for volunteering purposes. It will not increase your premium.
3. Don't pick up medication for people unless the person is unable to get it delivered directly from the pharmacy. Many are offering a free delivery service.
4. Don't share personal information of volunteers or service users publicly on Facebook or on other social media platforms. You should, use a private message instead.
5. Limit use of public transport. This is a common way for the virus to spread. Try to drive, walk or cycle where possible.
6. If volunteers are within any of the risk categories ask them to stay at home and don't endanger themselves unnecessarily.
7. Always keep a log of where the volunteers are going and what they are doing.
8. Ask them to keep a safe distance (at least two metres away from someone else). Keep to the 'knock and drop' system when dropping something off.
9. Keep records of requests.

Do volunteers need to be DBS checked?

Many of the roles that volunteers will carry out in their local communities do not need a DBS check but depending on the role they are carrying out it may be a prudent step to take.

You can have a look at the [DBS eligibility guidance](#) to confirm whether the activities your group propose to do are captured.

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 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.

How Businesses Are Helping

The Business Focus Team is specifically keen to hear from businesses or about businesses that are providing services that are:

- helping to get food and provisions out to people that are unable to physically get to the shops.
- businesses such as butchers, green grocers, village shops are taking orders over the phone; customers can pay by card and then the business will deliver to them.

All information can be sent to support@nwleicestershire.gov.uk with BUSINESS SUPPORT in the subject field



Leicestershire County Council has established a £1m fund to support the local voluntary and community sector during the current Coronavirus pandemic. Charities, constituted voluntary and community organisations and social enterprises can apply for a maximum of £25,000 for support.

You can [apply for a grant online](#), on the Leicestershire Communities [website](#)



Energy Customer Support



Making a positive difference
for energy consumers

An agreement has been made between the government and the energy companies to support customers during the pandemic.

They have agreed to seek, identify and prioritise customers who may need additional support.

Who will they support?

Customers that are impacted financially as a result of Covid19.

Pre- payment meter customers - they will take reasonable steps to contact prepayment customers with advice on what to do in the event of self-isolation.

Customers with health conditions and vulnerable customers.

How will they support?

They will look at individual circumstances and consider a range of options to help.

If service users are having financial difficulty as a result of the Covid -19 please ask them to contact their energy supplier.

Covid-19 Grants and Funding Opportunities

Leicestershire County Council has released a Grants and Funding Bulletin.

Please see the below link which contains information on funding streams specifically set up or adapted to support organisations during the current crisis.

[COVID-19 Funding Bulletin](#)



Platform Food Bank Support.

Please note that all money has now been allocated & paid out so they are no longer able to accept any requests for money.



The [Leicestershire and Rutland Coronavirus Support Fund](#) is now open for applications.

It will be open to constituted charitable and community groups in Leicester, Leicestershire or Rutland helping people facing the most hardship due to this coronavirus pandemic.

Keeping Informed

The following Twitter accounts will be regularly posting out the latest factual advice and information related to COVID-19:

- Public Health England (@PHE_UK)
- Department of Health and Social Care (@DHSCgovuk)
- North West Leicestershire District Council (@NWLeics)
- NHS England (@NHSEngland)
- Leicestershire Police (@leicspolice)
- Leicestershire Fire and Rescue Service (@LeicsFireRescue)
- West Leicestershire Clinical Commissioning Group (@west_lei_ccg)
- Leicestershire County Council (@LeicsCountyHall)
- Foreign Office (@foreignoffice)

Many communities are pulling together to help the most vulnerable, however please be aware that not everyone out there is trustworthy and some people will take advantage of this unusual situation our society is facing.

Fraudsters are targeting the public and organisations with emails, texts, phone calls and WhatsApp messages offering advice and treatment for the coronavirus. Scammers have also been setting up websites asking for donations for victims or promoting awareness and prevention tips. See [Scams](#)

Community matters...

Food Parcels

The district council is only providing food parcels to those individuals who receive a letter from Government and are classed as most vulnerable by social care – these individuals come under the Op Shield group.

Data Protection

Please note where you are storing any personal data on not only those in need but also volunteers. We are clarifying what will need to happen with all the personal information that has been collected once the crisis is over.

Contact Community Focus

Catherine Ridgway (01530 454740, Daphne Robinson 01530 454 704 and Gillian Squires 01530 454771) email – community.focus@nwleicestershire.gov.uk.