

## **VOLUNTEER INFORMATION, HEALTH & SAFETY & SAFEGUARDING POLICY**

REV 14.09.23

### **WHAT IS MUTUAL AID ROAD REPS CIC?**

Also known as MA|RR we are community initiative created during the Covid pandemic. We support those within our community who are unable to get out on their own, need assistance to get out and about and those who want to go out but have no one to meet up with.

### **WHAT DO WE DO?**

In addition to having volunteers on-call to help with shopping and prescription collections we also have a befriending team who run Coffee, Chat & Connect sessions and Walk & Talk events since August 2020. We also have a telephone befriending service for those that are housebound.

### **HOW MUCH DOES IT COST?**

Absolutely NOTHING, Mutual Aid Road Reps CIC is a free, community-based volunteering programme. We DO NOT CHARGE to help those in need and you will not be paid for volunteering.

### **HOW DO I BECOME A VOLUNTEER?**

Please visit our website where all of the required sign-up forms are located:

<https://www.mutualaidmedway.org.uk/volunteer>

Once your forms are completed, our office will send through a DBS request via our partner CareCheck. MA|RR will cover the cost of this process, but if you would like to contribute it would be much appreciated. We pay £12 per DBS check and £3.50 per ID check.

### **ONCE REGISTERED AS A VOLUNTEER WHAT CAN I HELP WITH?**

Volunteers can become RoadReps and support our isolating/housebound community with shopping/prescriptions and/or help run our outreach events such as our Coffee, Chat & Connect, Walk & Talk, and Climate Café sessions or become a telephone befriender.

### **SHOPPING PROTOCOL...**

When purchasing shopping or collecting a paid for prescription for a community member, it is critical that you do not accept payment up front. We NEVER ask for money before giving the community member their shopping/prescriptions. You must take a photograph of the receipt for our records and your own records and then leave the original receipt with the community member. The photograph can be uploaded to the TeamBee task directly from your phone, alternatively please forward it to Kate via 07739965596 and she can upload it on your behalf. The community member can then reimburse you with cash or the office can prepare an online link and take payment via our website or over the telephone\*. The office will then reimburse you via bank transfer. \*Please note that due to online bank charges we add an additional £1 to transactions in order to cover this cost.

## SHIELDED HOUSEHOLD DELIVERY PROTOCOL...

There are still some people who are extremely vulnerable and have been advised to continue shielding. It is our responsibility to provide these individuals with a high level of support and to do all we can to protect them. Therefore when undertaking a shop for someone who is vulnerable we ask that you separate any shopping into separate bags - **fridge goods, freezer goods, cupboard goods and vegetables**, writing on each bag to identify its contents i.e., Freezer / Fridge / Cupboard / Veg. Then tie the handles together on each of the bags. When you arrive at the shielded household, please **PUT ON NEW GLOVES** and place the tied-up bags by the front door. Ring the door bell and step back 2 meters. When the shielding community member comes to the door explain which bag is which and if they have them to put disposable gloves on. Advise them to place the bags unopened in the appropriate places for a period of 3 days (i.e., freezer bag in the freezer, fridge bag in the fridge etc) if they cannot wait the recommended 3 days they should remove and dispose of all outer packaging whilst wearing the gloves and then thoroughly wash their hands afterwards. If the shielded household does not have any disposable gloves, please pass this information on to us and if available we will provide them with a small stock. When you have said goodbye, you may remove your gloves as per this video... <https://youtu.be/IgDmOzXGzEE> and use hand sanitiser, we have secured hand sanitizer for our volunteers along with facemasks and gloves, if you are in need of a PPE kit, please contact us.

## CAN I HELP WITH PUTTING SHOPPING AWAY?

If the person is shielding our advice is to not enter their home as this may cause an unnecessary risk. If the person is vulnerable but not shielding and in need of help, to put away their shopping then you may enter their home, if and only if you are invited to do so. You must not stay any longer than the task requires and you must let the admin office know so that we can make a note that the beneficiary needs this assistance in the future. If whilst in a beneficiary's home you feel that they need additional support, then please contact the office as soon as possible to discuss the situation.

## WHAT IF YOU ARE CONCERNED ABOUT A NEIGHBOUR OR BENEFICIARY'S WELLBEING?

If you come in to contact with a neighbour or a beneficiary who you feel requires safeguarding, please contact Kate Belmonte, the Designated Safeguarding Officer, in the office on 01634 907045, if the matter is urgent, please contact Kate on her mobile 07739965596. Once she has listened to your concerns, she will complete an 'Adult social care safeguarding alert form (SAF)' this form is then submitted to Medway Council. If Kate feels the situation is urgent, she will contact the police and request a welfare check is undertaken on the person in question.

## WHAT IF SOMEONE IS ISOLATING DUE TO A POSITIVE TEST?

We will always advise volunteers of a positive case at the point of posting the job online/in the WhatsApp group. We advise you to wear the appropriate PPE when undertaking the delivery and we strongly advise you not to accept cash in exchange for shopping/prescriptions etc. Instead, they can pay for their items over the telephone or via a dedicated link to our website, which the office can coordinate.

## COLLECTING MEDICATION?

You may need to show ID to the pharmacist, this is normally only required if you are asked to collect a “Controlled Drug”. If we have informed you that a controlled drug requires collection, we will ask you to photograph the item to prove collection and then photograph the beneficiary holding their prescription to prove they have received it.

## **SAFEGUARDING POLICY**

Safeguarding is a core part of what we do here at MA|RR. We work with a large proportion of adults and many can be classed as vulnerable, which is why it is so important to understand the following policy.

When working with beneficiaries we ask that you are respectful of them and that you treat others how you would want to be treated.

We are an inclusive organisations welcoming beneficiaries and volunteers from all walks of life no matter their; gender, sex, race, ethnicity, physical or mental abilities, faith or lack thereof or their sexuality. We are proud to be a Committed Disability Confident member.

### **Our Guiding Principles:**

**Everyone's responsibility** - Everyone at MA|RR has a responsibility to keep children and adults who need care and support safe from abuse and neglect.

**Prevention** - We will put sensible measures in place to prevent abuse, including the use of safe recruitment practices, promoting safe working practices and raising awareness of safeguarding.

**Protection** - We will provide policy, procedures, information and training to enable all MA|RR volunteers to identify and respond appropriately to, concerns about abuse.

**Partnership** - MA|RR will work in partnership with statutory, regulatory and other relevant organisations to ensure that safeguarding concerns are responded to appropriately.

**Empowerment** - We will be person-centred and uphold rights in our safeguarding work.

**Accountability** - We aim to be transparent in our approaches and recognise the need for continuous learning and improvement.

### **Roles and Responsibilities**

#### **All volunteers**

Every individual volunteering for MA|RR, irrespective of their role, has a part to play in safeguarding children and adults who need care and support. All staff will undertake training and must familiarise themselves with our Safeguarding Policy and Procedures. As of 2023 every volunteer regardless of whether they are a Road Rep or a Befriending with MARR member will be asked to undertake an enhanced DBS check through CareCheck. No tasks can be performed until this check has come back negative.

#### **Directors**

Directors have a responsibility to ensure that safeguarding is included, where appropriate, in outreach session plans, risk assessments and communications. In some cases, they will be required to make decisions in relation to complex or serious safeguarding concerns, in consultation with the Designated Safeguarding Lead.

## **Designated Safeguarding Lead (DSL)**

The DSL is Kate Belmonte, they are responsible for developing and quality assuring safeguarding activity across MA|RR and supporting best practice for external stakeholders.

## **Working with other Voluntary Care Sector (VCS) Organisations**

External VCS organisations will make their own arrangements for safeguarding and the Designated Safeguarding Lead will ensure this meets our own safeguarding expectations and that our GDPR requirements uses are monitored.

## **Breaches of Policy**

Failure to comply with the MA|RR safeguarding policy may be managed in a number of ways, depending on the nature and consequences of any incident. In some cases, a combination of responses may be required.

Local authority co-ordinated safeguarding investigation

Police investigation

Referral to the Disclosure & Barring Service (DBS)

People & Performance disciplinary process

Internal review or co-operation with an external review

We aim to open, investigate and close any safeguarding concerns within a period of 14 days. When immediate action is required, the DSL will consult with the police and if necessary, the local authority's Adult Service Team.

## **Equality Statement**

MA|RR is committed to providing services which embrace diversity and that promote equality of opportunity. Everyone who accesses our services or works for us in a voluntary capacity should be safe, empowered to play a part in promoting their own welfare and that of others and able to live a life free from abuse. This applies to all, regardless of age, sex, gender, ethnicity, disability, sexuality or belief.

## **Contact Details:**

Designate Safeguarding Lead: Kate Belmonte

Mobile number: 07739 965596

Office number: 01634 907045

Email: [kate@mutualaidmedway.org.uk](mailto:kate@mutualaidmedway.org.uk)

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