



# Safeguarding Hawkchurch's Residents and Volunteers

**April 2020**

**Hawkchurch Community Support**  
COVID-19 Hawkchurch Action Response Team (CHART)

## **Introduction**

This document sets out the CHART approach to safeguarding residents and volunteers in relation to CHART activities. The purpose of safeguarding is to reduce the risk to both residents and volunteers. Everyone has a responsibility to familiarise themselves with the guidance and to think through the risks of their actions when working with others.

## **Key Principles**

The main objective of this policy and guidance is to reduce risk to both residents and volunteers. The approach we take to risk management is to:

- Identify the threats
- Assess the vulnerability of residents and volunteers to these threats
- Determine the risks and identify ways to reduce those risks
- Where necessary balance and prioritise risk reduction measures.

The key areas of risk that have been identified and evaluated are:

1. COVID-19 coronavirus
2. Financial
3. Medicines and wider health issues
4. Wider risks such as General Data Protection Regulations (GDPR).

The key activities that are covered are:

1. Pickup and delivery of prescriptions and prescription medicines
2. Pickup and delivery of other goods or items
3. Shop operations
4. Telephone support
5. Other activities such as walking dogs or posting mail
6. Delivery of leaflets or other documents

In addition, we set out general guidance that is applicable in multiple scenarios and the procedures for raising and handling concerns by both residents and volunteers.

## **Risk assessments and development of guidance**

In drawing up this document we have had regard to wider advice from the Government, PHE and the NHS. This document should be read in conjunction with the Governments document 'Coronavirus (COVID-19) How to help safely. April 2020'.

Our risk assessments consider the implications for different categories of residents with respect to coronavirus:

- Shielded – those who are designated as extremely vulnerable to coronavirus and have been advised not to leave home for 12 weeks

- Self-isolating – those who are staying at home because of symptoms of coronavirus
- Vulnerable – those who are vulnerable and may have difficulty accessing services
- Key workers – as defined by government.

We also consider ongoing advice from the police and the local and district councils' advisors on community safety.

In general, we will refer to other guidance unless it is appropriate to be explicit in the context of CHART activities.

## How this guidance is structured

Table 1 shows the relevant sections of guidance for each area of activity. Volunteers should familiarise themselves with the relevant sections of guidance for activities which they undertake.

Key activity	Relevant sections of guidance
Pickup and delivery of prescriptions and prescription medicines	<p>Registering, processing, and tracking a prescription request (Section 5)</p> <p>Picking up and handover of paper prescriptions (Section 6)</p> <p>Pickup of prescription items (Section 7)</p> <p>Delivery of prescription items (Section 8)</p> <p>Procedure for controlled drugs (Section 9)</p> <p>Prescription items care and safety (Section 10)</p> <p>Payments for prescriptions (Section 11)</p> <p>General guidance - COVID-19 prevention of spread (Section 1)</p> <p>General guidance – GDPR (Section 2)</p> <p>General guidance – discussions and provision of advice (Section 3)</p> <p>General guidance – volunteer identification (Section 4)</p>
Pickup and delivery of other goods or items	<p>Registering and tracking shop orders and safe delivery of goods (Section 12)</p> <p>Picking up and delivering goods (Section 13)</p> <p>Health and safety of delivered goods (Section 14)</p> <p>Payment for delivered goods (Section 15)</p> <p>General guidance - COVID-19 prevention of spread (Section 1)</p> <p>General guidance – GDPR (Section 2)</p> <p>General guidance - discussions and provision of advice (Section 3)</p> <p>General guidance – volunteer identification (Section 4)</p>
Shop operations	<p>Serving customers safely (Section 16)</p> <p>Taking payment at the shop safely (Section 17)</p> <p>General guidance - COVID-19 prevention of spread (Section 1)</p> <p>General guidance - discussions and provision of advice (Section 3)</p> <p>Normal Community Shop H&amp;S guidance – not covered by this document</p> <p>Normal Community Shop GDPR policy – not covered by this document</p>
Telephone support	<p>General guidance – discussions and provision of advice (Section 3)</p>
Other activities such as walking dogs or posting mail	<p>General guidance - COVID-19 prevention of spread (Section 1)</p> <p>General guidance - discussions and provision of advice (Section 3)</p> <p>General guidance – volunteer identification (Section 4)</p>
Delivery of leaflets or other documents	<p>General guidance - COVID-19 prevention of spread (Section 1)</p> <p>General guidance - discussions and provision of advice (Section 3)</p> <p>General guidance – volunteer identification (Section 4)</p>

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## **Section 1: General guidance – COVID-19 prevention of spread**

Volunteers are asked to read the accompanying document – Coronavirus (COVID-19) How to help safely. At all times volunteers should be mindful of the risks to residents and to themselves and follow the key guidelines set out by government, PHE and the NHS:

- Maintain social distancing of 2m
- Do not enter anyone's home
- Do not share a car journey
- Wash your hands before and after undertaking activities outside your home
- Be aware that virus can be transmitted from surfaces – the general guideline is that after 72 hours the environmental risk is considerably reduced however the time the virus remains viable depends on several different factors

You should not volunteer for any activity that takes you outside your home if:

- you have any symptoms of coronavirus
  - anyone in your household has had symptoms of coronavirus in the last 14 days
- [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/874011/Stay\\_at\\_home\\_guidance\\_diagram.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874011/Stay_at_home_guidance_diagram.pdf)

You should not volunteer for any activity supporting someone who is self-isolating if:

- you are pregnant
- you are 70 or over
- you already have a long-term health condition like asthma or diabetes

## **Section 2: General guidance – GDPR**

- All personal data provided is treated as confidential and used only for the purposes it was collected for.
- We create no public documents with lists of names and addresses.
- All record sheets containing personal data are password protected.
- Access is limited to only those people who need to use the data to support the resident or volunteer.
- No personal data is shared with other organisations or institutions, including charities, journalists, government bodies or the local council unless otherwise notified at the time of collection. (Certain data is required to enable authorization of prescription collection and financial payments).
- All personal data records will be deleted at the end of the Covid-19 emergency unless they are part of ongoing Community Shop arrangements and covered by the Community Shops GDPR policy.

### **Section 3: General guidance – discussions and provision of advice**

- Only give people information if they need to know it.
- Do not provide medical advice or advise on dosages, preparation, or administration of medication even if you have a relevant qualification. This should only be carried out by the prescriber.
- Only direct residents to official sources of guidance such as the government websites for coronavirus or NHS advice or to local medical practices advice on how to obtain medical advice without going to the GP surgery.
  - <https://www.gov.uk/coronavirus>
  - <https://www.nhs.uk/conditions/coronavirus-covid-19/>
  - <https://www.axminstermedicalpractice.nhs.uk/>
- If someone wishes to talk it is beneficial to engage in conversation to improve their sense of wellbeing, reinforcing their connection to, and support by, the community. For more detailed guidance on how you can offer to help others:
  - <https://www.nhs.uk/oneyou/every-mind-matters/helping-others/>

### **Section 4: General guidance – volunteer identification**

CHART volunteers will be issued with an ID badge when undertaking CHART activities. The ID number for each volunteer is recorded centrally. The ID badges identify volunteers as part of the Hawkchurch Community Support Group CHART.

Please wear the badge when undertaking CHART activities as this protects you and provides residents with reassurance that you are undertaking bona fide activities. Should you be challenged (e.g. by the police) you can ask them to call the number on the badge to confirm your identity and role in supporting the community.

### **Section 5: Registering, processing, and tracking a prescription request**

Prescription collection arrangements have been established with Axminster surgery and dispensary.

The CHART Leader or Volunteer Coordinator should be contacted in the first instance. They will contact the resident to confirm details that must be passed on to the surgery/dispensary and to set up collection/delivery arrangements.

Requests are registered on a central secure system. Access is limited to nominated coordinators only. The system permits tracking from the point of registration through to delivery of the prescription items. Once a request is taken the surgery is advised of the relevant details that authorise pick up of the medication. To reduce the number of transfers, wherever possible pickups are scheduled for a Wednesday.

## **Section 6: Picking up and handover of paper prescriptions**

Wherever possible patients are encouraged by the surgery to order their prescriptions online. This reduces the workload considerably for the surgery and dispensary. However, there are residents who do not have access to the internet and in these cases or other cases of vulnerable individuals, the surgery acknowledges the need to use paper prescriptions.

When this is the case the Volunteer Coordinator will confirm pick up and handover arrangements with the resident and volunteers concerned, in good time to provide the prescription to the surgery – the surgery require at least 72hrs prior to the pickup so this is ideally completed during the week prior to the pickup so that the prescription can be dropped off on the Wednesday prior to collection of the prescription items. A volunteer will be allocated to collect the paper prescription and deliver it to an agreed location within the village. Volunteers should take care to maintain social distancing and other general measures to reduce risks of virus transmission when handling paper prescriptions.

## **Section 7: Pickup of prescription items**

Prescriptions will be collected from the surgery by a nominated volunteer registered with the dispensary. Paper prescriptions will be delivered to the surgery/dispensary by the same nominated volunteers and ideally at the same time as the pickup on a Wednesday in order to reduce the number of visits.

Prescription items will be brought back to the village (to an agreed and secure location) for distribution by volunteers. In the case of controlled drugs, the volunteer collecting the prescription items will deliver direct (this is mandatory). In cases where items are required to be kept cool (e.g. insulin) rapid distribution is necessary and may also be delegated to the volunteer collecting from the dispensary (depending on volumes and locations).

## **Section 8: Delivery of prescription items**

Volunteers who are distributing the prescription items will pick them up from an agreed location. If asked to undertake delivery of prescriptions it is important to check whether there are any items that must be temperature controlled (e.g. insulin) and ensure that these are delivered first and in a timely manner. The Volunteer Coordinator will advise volunteers if the timing of delivery is important and volunteers are asked to make themselves available within the appropriate time slot (note this will depend on how busy the dispensary is and the quantity of prescriptions being fulfilled for the village – it may require a little patience!)

The resident will be advised who by and when their prescriptions will be delivered. The volunteers must contact the resident to advise them that the prescription has been delivered and not leave the premises until the resident acknowledges delivery.

Volunteers should confirm to the coordinator that delivery has been completed and note if there have been any issues.

The coordinators will track the completion of the delivery.

## **Section 9: Procedure for controlled drugs**

Controlled drugs must be delivered direct by the nominated person collecting the prescription items. The nominated volunteer must have both the CHART ID and personal ID with them (e.g. driving licence).

## **Section 10: Prescription items care and safety**

Some prescription items require temperature-controlled environments. Volunteers should ensure that the resident is aware and recovers their items immediately. Volunteers should ensure such items are delivered promptly and are not allowed to exceed the required temperature range (for example insulin must not exceed 25°C). Where necessary volunteers should use a cool bag.

## **Section 11: Payments for prescriptions**

In those cases where the resident pays for their prescription, the coordinator will agree the method for payment in advance of collection. Wherever possible this will be remote payment so that volunteers are not asked to handle cash.

## **Section 12: Registering and tracking shop orders and safe delivery of goods**

Customers who are shielded, self-isolating or otherwise vulnerable may be eligible to order goods and have them delivered free of charge. The supplies may be provided from the Community Shop or, exceptionally, through a direct supermarket shop. Orders will be recorded and tracked until such time as payment has been made. Goods will be packed outside normal shop opening hours. Volunteers will be allocated to collect and deliver goods and wherever possible deliveries will be coordinated to minimise travel. Customers will be advised by the volunteer coordinator when the delivery is taking place and who is making the delivery.

## **Section 13: Picking up and delivering goods**

Volunteers delivering shop goods will pick up the items from the shop at an agreed time. Chilled and frozen goods are packed immediately prior to despatch.

When making a delivery goods should be placed in an agreed location (box, doorstep etc.) to facilitate social distancing.

Volunteers will communicate with the customer to advise them of the delivery and get an acknowledgement from the customer before they leave.

Volunteers should notify the coordinator of successful delivery and any notes which may be useful for future deliveries.

#### **Section 14: Health and safety of delivered goods**

Volunteers should check the safety of goods delivered. They should check packaging is sealed and the temperature of the item. E.g. If it is meant to be frozen, check it is still frozen.

If making deliveries to multiple addresses the delivery route should be planned to enable delivery of frozen goods first.

#### **Section 15: Payment for delivered goods**

The shop coordinator will discuss the method of payment with the customer at the time of placing their order.

There is no delivery charge.

When an order is placed the coordinator will explain to the customer that an account will be set up for them. Customers will be given a unique authentication code with their invoice. Invoices will be delivered by nominated volunteers separate to the delivery of goods. The account will be settled weekly on a nominated day via payment taken over the phone. Customers will be advised which nominated volunteers are authorized to take payment. Volunteers will identify themselves and provide the authentication code prior to taking payment. If customers are in any doubt, they will be encouraged to call one of the shop mobile numbers dedicated for authorized payments only.

Residents will be warned of fraudulent practices prevalent in the area as notified to CHART from the police or the councils community safety officer.

Upon delivery of food/goods, no payment of any kind will be taken by the volunteer from customers.

#### **Section 16: Serving customers safely**

Shop opening hours will be reduced to mornings only. This is to minimise manning requirements and will enable packing, stock management and other operations to be safely carried out during the afternoons

Shop will be manned by a maximum of two people at one time. Wherever possible, the rota should be organised around co-habiting/partners. Where the two volunteers are from different households, they should maintain social distancing.

The shop building is closed to customers

Customers step forward to place their order at the order table. The shop volunteer should maintain a 2m distance while taking the order. The shop volunteer will collect the required

items and place them on the packing table. The customer packs their items into their own bag / box after paying.

Customers will be asked to queue, observing the 2 metre social distancing rule

### **Section 17: Taking payment at the shop safely**

Customers should be encouraged to pay by contactless payment wherever possible. The contactless pay point is on a shelf outside the window. The window is only opened sufficiently for the machine to be available to the customer. If a customer needs to pay with cash a volunteer opens the window sufficiently to receive the money and return the change.

Customers may also set up an account and payment will be taken over the phone according to an agreed schedule.

Cash may be taken but only where no other option is practicable.

### **Section 18: Normal Community Shop H&S guidance – not covered by this document**

The normal Health and Safety practices will continue. These are available to volunteers working in the shop.

### **Section 19: Normal Community Shop GDPR policy – not covered by this document**

The normal Community Shop GDPR policies will apply.

## **Section 20: Addressing resident's and volunteer's concerns**

Volunteers or residents affected by CHART activities may raise concerns at any time with any of the CHART coordinators listed below. CHART coordinators will review risk assessments and guidance as necessary based on any concerns raised. The CHART Secretary will keep a confidential record of concerns and track resolution.

### **Coordinator Contact details**

Ann Nolan	CHART Leader. Prescriptions coordinator Parish Councillor.
Chris Baigent	CHART Volunteer coordinator. Member Hawkchurch Community Shop Committee.
Mollie Hemens	CHART Secretary & Finance Hawkchurch Community Shop Committee Secretary.

Contact by phone: (01297) Ann 678 613 or Chris 678 340 or Mollie 678 301

Email: [hawkchurchart@outlook.com](mailto:hawkchurchart@outlook.com)