

FAQS for Volunteer Involving Organisations

Please visit our [website](#) for up to date detailed guidance on;

- [Funding and financial help](#)
- [Specific guidance for the charity sector](#)
- [Guidance for community groups - overview](#)
- [Government guidance on supporting spontaneous volunteering – detailed](#)
- [Government guidance on safeguarding community volunteers](#)

How can I recruit more volunteers?

If you are still delivering services and are finding a number of your existing volunteers are unable to continue with their volunteering at this time, or you need more volunteers to meet increased demand you can register your opportunities on our [Volunteering in North Yorkshire \(VINY\)](#) website and we will actively promote these for you.

If you already have opportunities registered on VINY we will be getting in touch to see if details of the roles are still current.

Where can I signpost new volunteers who are not appropriate for my organisation?

There are a range of opportunities for people to get involved in Covid-19 related volunteering. You can find further information on our website [guide to Covid-19 volunteering](#)

You can also find further details on the National Council for Voluntary Organisations ([NCVO](#)) website For non Covid-19 related roles please visit [VINY](#).

Where can I signpost people we become aware of who need support?

The [North Yorkshire County Council website](#) has information on who to contact and further sources of support

- In an emergency contact 999
- For all other urgent situations you can contact the council on 01609 780780 every day between 8:00am and 5:30pm.

Do Covid-19 volunteers need a volunteer agreement, role description and training?

Wherever possible good practice should be observed when recruiting, inducting, training and supporting volunteers, although it is recognised at the current time that existing processes may need to be adapted. For example, you may need to consider taking verbal or email references and induct people to your organisation via an online sharing platform. GDPR protection of personal information should be considered. It is still a good idea to have a role description, risk assess your approach and ask to see, albeit virtually, at least one copy of someone's photo ID, even if they are not being DBS checked.

For more information, please see our [Volunteer Information Factsheets](#).

Further information and example documents

- Information on how to support new volunteers can be found on our [website](#)
- NCVO has [guidance](#) for organisations involving coronavirus volunteers with their work, including advice on possible roles, expenses and data protection.
- The Royal Voluntary Service (RVS) has produced a [guide](#) for new coronavirus volunteers which contains lots of useful information including an example volunteer agreement
- Volunteer Edinburgh has some simple [online examples](#) of the most common volunteer roles

Can Volunteers use their own cars to help?

If someone is insured through an [Association of British Insurers](#) registered insurer and is using their own car for voluntary purposes e.g. to transport medicines or groceries supporting others impacted by Covid-19, their cover will not be affected. There is also no need for them to contact their insurer, update their documents or extend cover.

For volunteers registered with the NHS to provide patient transport they will receive separate guidance from the NHS in relation to safely transporting people.

DBS Checks and Safeguarding?

[Government guidance](#) on DBS checks has recently been updated.

Organisations need to be aware of submitting checks unnecessarily. For most occasions there should not be a need to undertake a DBS for anything other than usual regulated activity. Self-isolating or shielding does not necessarily make someone vulnerable.

If fraud or theft is a concern, a thorough ID check and ensuring you have a volunteer's personal details is recommended.

For further support with DBS checks Community First Yorkshire run a dedicated [DBS support and checking service](#)

What do I need to do to meet GDPR?

The Information Commissioners Office (ICO) have produced an easy to read [blog](#) about data protection and responsibilities for Covid-19 community groups.

Are Volunteers key workers?

[The latest guidance from NCVO](#), is that volunteers are included in key worker definitions, particularly those volunteering in a health and social care context and in relation to food and medicine.

What can Volunteers do if they are challenged by police whilst volunteering?

Volunteers should always follow current government advice on [social distancing](#).

It is a good idea to provide your volunteers with named photo ID badges, a letter or other information they can have available to show when they are actively volunteering, this information can be electronic. They may also have evidence of their volunteering from Facebook, What'sApp and email conversations. People volunteering through the NHS scheme are using the GoodSam app to show that they are on duty.

How do we safely manage handling money for food deliveries etc?

Please see the following guides' for detailed information

[Using money safely guide \(for individuals\)](#)

[North Yorkshire County Council guidance on shopping \(for organisations\)](#)

Are NHS volunteers linking in with local organisations?

The NHS GoodSam volunteer scheme is a national scheme that will operate independently, managed by the RVS and they will not be linking in at this initial stage with local volunteer organisations and groups.

I am concerned about the wellbeing of my volunteers who are self-isolating, what can I do to support them?

Please see the updated information we have on our website [staying safe and well](#) and [tackling loneliness](#)

We may need to furlough some of our staff, where can I find more information?

Community First Yorkshire's Employment Support Advisors have written [advice for staff, guidance on Statutory Sick Pay \(SSP\)](#) in relation to self-isolation and [guidance on how employers can claim employee wages](#) on the Job Retention Scheme

We have staff on furlough can they volunteer for us?

If a staff member is furloughed any volunteering must be for another organisation. They also cannot make money or provide services for their furloughed employer. Volunteers cannot undertake tasks that furloughed staff were doing.

How do I report a scam?

Please visit our [webpage](#) for guidance on how to spot and report a scam.

If you become aware of a scam in North Yorkshire please do also let Community First Yorkshire know info@communityfirstyorkshire.org.uk as we are tracking these and sharing the information across our social media where appropriate.

Is Volunteers week still going ahead?

This is still going ahead from 01-07 June 2020 although there will be a change of focus from 'time to celebrate' to '[time to say thanks](#)'. The focus will be on being grateful and volunteer recognition. There will not be a push on holding events and resources such as the selfie boards will not be available. The focus will be an online campaign and social media; saying thank you and sharing positive stories.

Further information and support

For any questions regarding volunteering or if you would like to join our Volunteer Coordinators Facebook group please do get in touch volunteersupport@communityfirstyorkshire.org.uk.

For the latest from Community First Yorkshire follow us on [Twitter](#) and [Facebook](#).

The Community First Yorkshire [coronavirus webpage](#) is updated daily with the latest developments and guidance relating to communities and volunteering.

We are in regular contact with North Yorkshire County Council, the national volunteer centre network and national organisations such as National Council Voluntary Organisations (NCVO). We will add to and update this information regularly.

This information was correct at the time of publishing: 17:00 16 April 2020.

This is not legal advice.