

Covid-19

Volunteer Tasking Framework

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Purpose

The purpose of this Framework is to provide guidance to those coordinating volunteers as to the appropriateness/required checks of using volunteers for certain activities, in order to:

- Maximise opportunities for using the volunteer workforce
- Provide guidance to inform appropriate safety checks, both for safeguarding and minimising the risk of crime

The Risk Tiers assigned to activities in this Framework are a guide and seen as the lowest level for that activity. **Using this Framework as a guide, those coordinating volunteers will still need to conduct their own risk assessments of the tasks being performed, with regards to appropriate checks, training and supervision, in line with their own risk appetite.**

Sources of Guidance

This guidance has been informed by:

1. Disclosure & Barring Service (DBS):
 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/739152/Regulated_Activity_with_Adults_in_England.pdf
 - <https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs>
2. Consultation with Essex County Council Safeguarding Teams (Adults and Children's), Essex Fire Safeguarding Team, Thurrock Council Safeguarding and Southend Borough Council Safeguarding.

For information about the DBS fast-track process and eligibility criteria:

- <https://www.gov.uk/government/publications/covid-19-free-of-charge-dbs-applications-and-fast-track-barred-list-check-service>
- <https://www.gov.uk/government/publications/covid-19-free-of-charge-dbs-applications-and-fast-track-barred-list-check-service/fast-track-service-eligible-roles>

Activity Risk Tiers

Tier No.	Description	Volunteer Checks	Volunteer Training	Volunteer Supervision
1	Low risk, unregulated activities	<p>Basic identity checks are carried out at the discretion of the organisation to ensure they know, for insurance purposes who is volunteering for them</p> <p>Some tasks may be matched to existing skills/experience of volunteers, which should be checked during recruitment.</p> <p>Further checks may be required to ensure legal compliance, e.g. driving licence/insurance checks, hygiene certificates, depending on the task.</p>	<p>Will be dependent on the task risk assessment.</p> <p>Training is likely to be relatively short in most instances, focussing on infection control, volunteer safety, safeguarding, task processes and essential skills</p> <p>However, some tasks may require greater degrees of training.</p>	<p>Will be dependent on the task risk assessment.</p> <p>Some tasks may be relatively unsupervised, whilst others will need greater levels of supervision</p>
2	Medium risk, unregulated activities	As per Tier 1 checks	<p>Nature of tasks likely to require increased training to that of Tier 1</p> <p>Will be dependent on the task risk assessment.</p>	<p>Nature of tasks likely to require increased supervision to that of Tier 1</p> <p>Will be dependent on the task risk assessment.</p>

Tier No.	Description	Volunteer Checks	Volunteer Training	Volunteer Supervision
3	High risk, regulated activities	<p>In addition to Tier 1 checks:</p> <p>An Enhanced DBS with checks on the children's and/or adults barred lists (national lists) for safeguarding purposes and for minimising the risk of crime.</p> <p>Additional recruitment checks are also encouraged, such as seeking references, however it is accepted that there may be less evidence collected during this period than normal, although it is expected that satisfaction should be obtained that the volunteer is fit and proper for the role</p>	<p>Volunteers operating in this Tier should have appropriate skills/experience for the role</p> <p>Training will be more extensive; for example, Skills for Care endorsed providers offer a half day volunteer training programme</p>	<p>Care Quality Commission guidance on supervision arrangements</p> <p>To include regular conversations so as to identify any safeguarding concerns and how these will be managed at this level or whether there is a need to offer more intensive support.</p>
4	<p>Very high risk, regulated activities</p> <p>Government advice is 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</p>	Community volunteers cannot offer personal care to strangers.	Community volunteers cannot offer personal care to strangers.	Community volunteers cannot offer personal care to strangers.

Volunteering Activity Overview

Type of activity	Regulated/ Unregulated Activities	Risk Tier
Shopping: collection and delivery of food/medication*/essentials ** <i>*excluding controlled medications: guidance is for volunteers not to deliver controlled drugs</i> <i>**some schemes prefer a DBS check, but this is not essential, however, refer to below for additional shopping activity/risk</i>	U	1
Practical support for individuals (e.g. posting mail, gardening, dog walking)	U	1
Community practical support (e.g. managing queues etc)	U	1
Logistics /delivery (equipment or food supplies between sites)	U	1
Infection control/ cleaning (buildings, vehicles etc where no contact with vulnerable individuals)	U	1
Catering – cooking and /or staffing food stations	U	1
General Administration (e.g. data entry, rota production etc)	U	1
Other professional corporate support (e.g. specific Management / Project Management / Communications & Engagement support)	U	1
Call centre/ helpline operator (FAQ's / signposting / information sharing, not specialist support)	U	2
Technical support for individuals - IT set up, help using internet etc	U	2
Telephone/virtual buddy/ individual be-friending support* <i>*some schemes insist on a DBS check. Will be informed by exact nature of activity and risk assessment</i>	U	2
Finance support / payment transactions* <i>*If helping manage individual finances then would be regulated activity / Risk Tier 3</i>	U	2
Shopping: collection and delivery of food/medication*/essentials for individuals with significant vulnerabilities and/or cognitive impairments <i>*excluding controlled drugs, as above</i>	R	3
Mental health support, bereavement counselling & wellbeing	R	3
Teaching and support for education	R	3
Social care/ domestic caring support	R	4
Specialist health care / medical professional	R	4
Specialist support for minority groups including translation	Individually assessed, dependent on support. See DBS guidance.	