



CRANLEIGH PARISH COUNCIL

Street Champion Guidance

Thank you for offering to help in your community. It is important that you follow these guidelines.

Who can be a volunteer?

Unless the person is volunteering at home, we recommend the following do not volunteer:

- Anyone who is 70 years or older
- Anyone with an underlying health condition [as specified by the government](#)
- Anyone who is pregnant
- Anyone displaying symptoms of Covid 19 – a persistent cough or fever

If you are in self-isolation, you may volunteer to make regular phone calls for a chat

Who is co-ordinating the volunteers?

Cranleigh Parish Council is providing a full time member of staff to respond to telephone answermachine messages and the dedicated email address. If possible, please try to email queries to streetchampions@cranleigh-pc.gov.uk

What you are being asked to do?

- Shopping
- Urgent supplies
- Posting mail
- Regular phone calls for a chat

Who will you visit?

- Only contact those who have asked for help
- We will provide you with contact details

The Safety of Volunteers

- The health and safety of the volunteers is paramount.
- Please ensure that you read the guidance given on the government website, <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- Try to avoid volunteering alone. If this is not possible then you must register who you are going to visit for your protection.
- Do not put yourself at unnecessary risk.

Insurance

- There is no insurance cover for your role as a volunteer. You are doing this at your own risk.

Your Visit

- Do not go into houses
- Keep at least 2m distance
- Leave bags at front door - wear protective gloves to prevent cross contamination if possible.
- Provide ID

Money Handling

Principle: payment should only be made on receipt of goods NOT before

- If possible have a float (small sum of money)
- The volunteer agrees the method of payment with the individual.
- The original receipt is provided to the individual concerned and the volunteer should take a copy of the receipt for their own records.

Expectation of Behaviour of Volunteers

- To perform my volunteering role to the best of my ability
- To follow the Council's procedures and standards, including health and safety procedures.
- To maintain the confidential information of all who become involved with it.
- To meet the time commitments and standards undertaken, in so far as this is possible whilst putting my own health and safety first.
- To provide reasonable notice wherever possible so that alternative arrangements can be made.

Confidentiality Agreement for Volunteers

- In the course of your associated work with the Council, you may have access to, see or hear, confidential information concerning personal affairs of Clients or Volunteers. Unless acting on the instructions of an authorised person within the group, on no account should such information be divulged or discussed except in the performance of your normal duties. This is a requirement of the General Data Protection Regulation (GDPR) effective 25/05/2018.
- You must ensure that all records, including computer screens and computer printouts of any Clients or Volunteers, are never left in such a manner that unauthorised persons can obtain access to them. Computer screens must always be cleared when left unattended and you must ensure you log out of computer systems.
- Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

General Data Protection Regulations (GDPR)

By agreeing to help as a volunteer, you are required to abide by the Parish Council’s General Data Protection Regulations policies:

- Data Protection Policy
- General Privacy Notice

Copies of these policies are available on the Parish Council website www.cranleigh-pc.gov.uk

In addition, the Council will handle your data in accordance with its Internal Privacy Notice, a copy of which has been provided to you with this guidance.

This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. NEITHER OF US INTEND ANY EMPLOYMENT RELATIONSHIP TO BE CREATED EITHER NOW OR AT ANY TIME IN THE FUTURE.

Volunteer Details	Name:
	Signature:
	Date: