

Quidhampton Covid-19 Support Group

Term of Reference Version: 2.3
Date of this Issue: 19th August 2020

Meeting times/dates change frequently. From Wednesday 19th August meetings will be held at 7pm on Monday evening fortnightly.

Context and the current situation

The Quidhampton Covid-19 Support Group, set up in early March 2020, comprises 42 volunteers including its Steering Group. Nearly half are over seventy years old or in vulnerable households. Following government advice the Steering Group can not ask these volunteers to do shopping or collect prescriptions, but they can provide social support and administration.

The Support Group is there to help Quidhampton Parish residents as required during the Covid-19 pandemic. The group offers to do shopping and collect prescriptions for elderly, vulnerable, ill or self-isolating residents. It also offers social support for any villager and, through the generosity of at least one resident, professional counselling.

In practice, given the wide and supportive network of friends, family and neighbours in the village, local deliverers, internet shopping and the shop set up by landlords of The White Horse Inn, there has been only one call on the Support Group for shopping and a small number of calls for collecting prescriptions. Much time has been spent, however, in identifying vulnerable villagers. Regular social calling has been set up and other active follow up work continues.

This document describes the scope of the group's activities and responsibilities in compliance with guidance from the authorities and upholding the principles of relevant legislation, e.g. GDPR and safeguarding. Procedures and training are held under review in order to accommodate changes in knowledge and circumstances.

The Group works with Quidhampton Parish Council (QPC) but is independent of it. The Parish Council provides funding and support. Three Parish Councillors are members of the Steering Group.

Limitations of this Document

This document is valid for the duration of the Covid-19 pandemic or one year from the date of issue, whichever comes first. It covers activities relevant to the Covid-19 Support Group, and not help obtained by parishioners from other agencies.

The Composition of the Steering Group

The Covid-19 steering group consists of:

Chair of the Steering Group, ideally being the Chair of QPC.
Community Emergency Volunteer
Secretary/Clerk
Minute Secretary
Village response coordinators
Local expert(s) in dealing with this crisis management.
The village communicator
Other individuals can be co-opted as needed.
Three members of Quidhampton Parish Council, including chair of the support group

Some roles may be combined or divided

Roles of the Steering Group members

Chair

- responsible for chairing the Covid-19 meetings.
- will provide a report to QPC at their bi-monthly meetings.
- leads and implements the data protection requirements for this committee.

Community Emergency Volunteer (CEV)

- acts as the interface between the Government and Wiltshire Wellbeing Hub with the power to delegate this to another member.
- co-ordinates operations of the volunteers and ensures requests are fulfilled
- ensures referrals are made to the Wiltshire Wellbeing Hub and other organisations when needed.

Secretary/Clerk

- assists the Support Group to keep abreast of advice from government, Wiltshire Council and other sources.
- oversees distribution and storage of group documentation and data:
 - confidential documents e.g volunteer and client details, to remain confidential within the Group
 - reference documents / minutes to be available on the parish council website to all (i.e. to volunteers, Steering Group, Parish Council and the public)
- act as the focal point for the costs incurred by the group.

Village response coordinators

The first point of contact for parishioners wanting help.

Practical support shopping and prescriptions:

- finding a suitable volunteer for tasks via WhatsApp
- keeping a record of tasks carried out and by whom
- receiving and giving feedback where appropriate

Social support

- identifying vulnerable people and responding to concerns
- advising and referring on where necessary
- arranging regular phone support from a volunteer
- providing other help as may be necessary

Local expert in dealing with this crisis management

- ideally with experience in mass Health & Safety and crisis issues
- responsible for training of volunteers, including keeping records
- responsible for health and safety procedures

Minute secretary

- writes draft minutes of each meeting and sends them to the chair
- circulates draft minutes to Steering Group members after chair's approval
- circulates agenda for each meeting
- circulates approved minutes to all volunteers/ or posts approved minutes on the website

Parish councillors

- should provide experience of local authority and government practices, or experience of managing the administration of business and other corporate issues.
- have oversight of the activities of the support group to see compliance with best practice

Structure of the current Steering Group

The roles are fulfilled presently as follows:

Chair	Howard Rowley
Community Emergency Volunteer	John Cater
Secretary/Clerk	Hannah Newnham
Minute secretary & village communications	Bea Tilbrook
Village Response Coordinators	Jane Morgan* and John Cater (prescriptions and shopping) Jane Taylor (social support and help)
Crisis Expert	Ian Day
QPC Councillors	Zoe Hoare, Howard Rowley (QPC chair) and Ken Taylor

*stood down from Steering Group in mid May owing to work commitments, though remains available to take calls from the public

Procedures for the Covid-19 Support Group

Data protection: The Support Group will comply with the General Data Protection Regulations (GDPR), by ensuring that confidential information is kept within the Support Group and used only for the purposes of the Support Group's activities.

Confidentiality: no information that leads to the identification of individuals who ask for help can be recorded

or given except to their specific volunteer, when only information necessary to complete the task will be given.

Key documents, financial record and all other data will be kept and stored by the Clerk/Secretary or designated committee member for a minimum of **12** months after the final Steering Group meeting. Key records include minutes of meetings, the volunteer data base, co-ordinators' records, training records and relevant guiding advice received from Wilts Council and government.

The Steering Group meets at 10:00 every Wednesday while the government is directing a response to the Covid-19 crisis. The meetings will be virtual meetings until the relaxation of UK Government guidelines on holding face-to-face meetings.

The Steering Group will act within the financial level of liability of £1,000 allocated by QPC.

The Steering Group has autonomy of action within the guidance given by government and as advised by Wiltshire Council, given the participation of three QPC councillors at Steering Group Meetings. The Steering Group will give regular feedback to QPC at its parish council meetings.

If voting becomes necessary a straightforward majority will decide the outcome. Should there be an equal number of votes the chair of the meeting will have the casting vote.

Minutes and other reference documents will be posted on the QPC website, but not confidential information such as the volunteer database, nor client records as required for the working of the Support Group.

The Steering Group will:

- adopt the Quidhampton Volunteer Group Health & Safety Policy for the Covid-19 dated the 19th of March 2020.
- regularly update the volunteers on decisions made or changes to processes and will communicate with the village through the newsletter, village email and specific flyers as necessary.
- act within the spirit of local government guidance by open reporting of all decisions made, minutes of meetings and publishing on the QPC website.
- set up procedures to perform the following: shopping, prescriptions collections, urgent errands, and social phone support
- provide training for volunteers appropriate to the tasks they may perform
- provide appropriate PPE where available

The Support Group will not usually provide: medical advice, non-urgent work/tasks in and around houses, financial support, dog walking, non-essential items.

Reporting Procedures/Communication

The Agenda for every meeting will consist of the following, to be advertised on the QPC website:

1. Approval of the minutes from previous meeting.
2. Matters arising/Actions from previous meeting
3. Chairman's report, including update from QPC
4. Emergency co-ordinator's report
5. Committee members reports
6. Problems and lessons learned.
7. Consideration of updates from UK government or Wiltshire Council
8. Data Protection Considerations
9. Training
10. Any other Business

Reviews

This document will be constantly reviewed while the UK Government guidance to Covid-19 is still on the statute books or at yearly intervals.

Signed

Date:

Howard Rowley

Chair

Quidhampton Covid-19 Support Group

Quidhampton Covid-19 Support Group

Letter of Delegation for the Volunteer Group within Quidhampton Village

Date of Issue: 26th May 2020

To whom this may concern,

The holder of this letter is a volunteer of the Quidhampton Covid-19 Support Group, and is officially responding to a request for assistance from a village resident.

Please accept this letter as delegated authority from the Support Group as a legitimate reason for the holder of this letter to be away from their home residence. The holder has authority to shop, collect and deliver medicine for individual Quidhampton residents.

This letter of delegation covers volunteer activities between the hours of 07:00 to 22:00 on Monday to Saturday and 09:00 to 18:00 on Sundays to fit with UK government guidance on performing essential tasks.

Regards

Howard Rowley

Date signed:

Chair
Quidhampton Covid-19 Support Group, and Quidhampton Parish Council
The Stables,
Lock's Lane
Quidhampton
Salisbury
SP2 9AP