**Who does what? Roles and responsibilities**

**All individuals**

People are altering the way they socialise and work to accommodate the new conditions created by the Coronavirus.

Every individual should take responsibility for their own health and well-being, so if you are showing symptoms of Covid-19, are pregnant, or have an underlying health condition, please follow government guidance about socialising and working.

For organisations, staff and volunteers this will require working and communicating differently, and potentially it will change service processes. Please be open minded when trying to make this work and ask for help if you need it.

**Shropshire Council**

Things are developing very quickly, and Shropshire Council is liaising with Telford & Wrekin Council, Central Government, the NHS and Public Health England for up to date advice. The Council is receiving updates on current advice daily and will share key messages with the public and VCS; highlighting messages if change is needed at short notice.

The Council will promote prevention advice on their website, via emails and on social media – as well as displaying NHS advice posters in all buildings.

Through their website and the First Point of Contact (FPoC) Advice service they will signpost to the latest information from gov.uk and NHS. A Reassurance Team will take calls off FPoC, from people who only need reassurance or someone to talk to about COVID 19.

The Council will maintain services as best as possible and Directorates are now working to their business continuity plans. The Emergency Management Team will meet daily and a number of workstreams have been established to prioritise activity, delivering essential services to residents.

The Council’s Adult Services (ASC / SW / OT / Housing) will liaise directly with the VCS point of contact identifying individuals who may need short term, flexible voluntary assistance due to care staff shortages.

**The Voluntary and Community Sector**

Like the Council, the VCS are planning their response to Covid-19; identifying critical services and plans to keep them open while thinking about wider implications.

A lot of people are offering help and support to communities, those who are self-isolating and those who are ill at this time. it is important that this is done in a safe coordinated manner.

If you would like to volunteer we suggest you contact ……………..

But also consider contacting local voluntary organisations, Community Centres, churches/other places of worship or Food Banks to offer help. Type your location in to this link <https://www.gov.uk/government/get-involved/take-part/volunteer> or contact local organisations directly.

\*\*\*\* are a central point of contact and will coordinate help with people who need it.

The VCS will work to coordinate the delivery of voluntary support services, whether that be directly organising their own existing staff, incorporating new volunteers or guiding new groupings that are arising to support vulnerable individuals in their own communities.

The VCS will collate data collected by volunteers and share this with the Council’s Emergency Management Team to plan future involvement ….

**Volunteers**

If volunteers are required to visit locations to undertake their voluntary role, they should be mindful of the need to work differently. A job description for short term flexible volunteers is available for all volunteers. This identifies clearly the extent of the role and how to feed back issues that need to be taken up by volunteer coordinators.

Individuals will need to ensure risk assessments are carried out appropriately before making any visit. The VCS will provide a generic home visit Risk Assessment template that individuals will be expected to familiarise themselves with before any visits and add to if necessary.

Volunteers will follow the national guidance in terms of washing hands frequently, as well as ‘catch it, bin it, kill it’ guidance for any coughs and sneezes.

Further to that, Volunteers should seek specific advice from volunteer co-ordinators who in turn can consult with the Health and Safety team if required.