



Community &  
Voluntary Services  
cheshire east

# Recovery Event: Returning staff and volunteers



# Use the available resources

- Health and Safety Executive (HSE)
- “Working safely during the coronavirus outbreak – a short guide”
- “Talking with your workers about preventing coronavirus”
- Working Safely Guidance Toolkit (Department for Business, Energy and Industrial Strategy)
- Alcamus Group Risk Management: Return to Work pack (templates)
- St. John's Ambulance working safely (online tool)
- [www.gov.uk](http://www.gov.uk) for Government guidance (including specific help for those with charity shops)
- Charity Retail Association – downloadable Shop Reopening Pack
- NCVO – National Council for Voluntary Organisations
- CVS Cheshire East – Sector Recovery pages

# Safe return to work and volunteering

The official guidance (outlined in the Department of Business, Energy and Industrial Strategy's Working Safely Guidance) is currently the following:

- Work from home if you can (and make every reasonable effort to facilitate this)
- Carry out a COVID-19 risk assessment in consultation with workers
- Maintain 2 metres social distancing wherever possible (1m+ from 4 July)
- Where people cannot be 2 metres apart, manage transmission risk
- Reinforce cleaning processes

# Key initial step: Risk assessment

You must:

- Identify what work activity or situations might cause transmission of the virus;
- Think about who could be at risk;
- Decide how likely it is that someone could be exposed;
- Act to remove the activity or situation, or if this isn't possible, control the risk. (HSE)
  
- Use the Alcamus Group Return to Work pack for Risk Assessment templates and detail

# Who can volunteer?

“Anyone can volunteer. But you should take steps to make sure you and those around you stay safe by following the guidance on how to stay safe and alert (social distancing). You must ensure that you meet all eligibility criteria an organisation sets out, including any age restrictions.”  
NCVO update.

- Volunteers aged over 70
- ‘Clinically extremely vulnerable’ individuals



# Minimising risk

- Keep numbers to an absolute minimum
- New ways of undertaking activities?
- Maintain a 2 metre distance (1m+ from 4 July)
- Working patterns
- Movement within the workplace
- Workstation and desk arrangements
- Limit the number of people within each room
- Hot-desking
- Common areas
- Visitors and deliveries
- PPE



# Bubbles

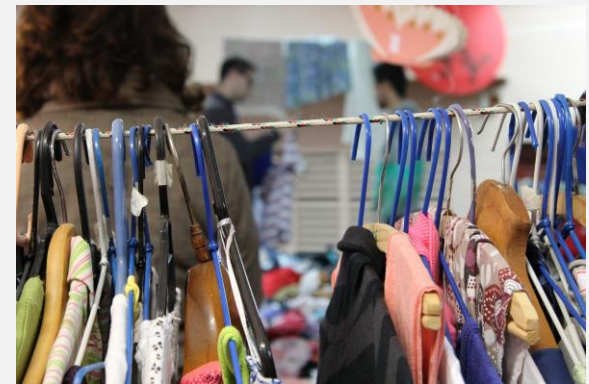
- Assign and keep people to shift teams (cohort or bubble)
- Designate specific work days to 'bubble' staff
- Work responsibilities and close-working relationships
- Liaise with staff





# Charity shops and retail outlets

- Maximum number of customers that allow 2 metre distance (1m+ from 4 July)
- Maximum number of staff/volunteers in the available space
- 'Pinch points' and bottle-necks
- One-way systems and separate entrances/exits
- Reasonable adjustments for accessibility
- Manage outdoor queuing
- Appointment slots for donations
- Gift aid registration remotely?
- 'Quarantine' policy for stock donations
- Encourage customers to:
  - shop alone
  - avoid handling goods whilst browsing
  - keep children under close supervision



# Communicating effectively with staff

- Clear guidance issued to all staff prior to their return to work
- Display guidance and advisory notices
- Easily accessible guidance and procedures continuously available
- Don't forget those who are continuing to work from home
- Email/telephone/post?
- Listen to concerns and reassure
- Further/ongoing adjustments may need to be made
  
- Communicating new procedures to visitors/suppliers prior to their visit

# Communicating effectively with volunteers

- Contact by phone to check on wellbeing
- Speak to volunteers regarding return
- Send out return to volunteering letters/emails
- Provide clear guidance (such as a "Welcome Back" pack) prior to return
- Prepare a mini refresher induction for volunteers (including a wellbeing check)

Adapted from the Charity Retail Association "Charity Shop Reopening Pack".



# Showing sensitivity

- Different people have different circumstances
- Worries over own health issues/loved ones/general anxiety
- Individual perspective about the level of risk comfortable with



# Top three tips from Ann Wright (Just Drop In)

- “Collaborate, collaborate collaborate. This gives multiple perspectives on the same problem and makes sure you have it right. It also gives really good buy in with the staff team who own the assessment.”
- “The risk assessment is huge on its own, so we have adopted an approach where it is all in one place but it is in sections so that staff and volunteers only have to really digest sections which are relevant to them. This has also made adding new sections much easier as our recovery develops.”
- “I have also completed a “Direction of Travel” document with milestones we hope to achieve. The team have found this really helpful and it communicates a very managed process. I am now developing this further to add in assumptions and risks. It has helped me to shape our future direction a bit. It has also helped to have it on a plan to communicate with stakeholders etc.”

# Questions/discussion



## CVS COVID-19 support pages

<https://www.cvsce.org.uk/covid-19-coronavirus-information-and-guidance-voluntary-sector-organisations>

## Health and Safety Executive

Working safely during the coronavirus (COVID-19) outbreak (includes downloadable guides, stressing the first and most important thing would be to undertake a risk assessment:

<https://www.hse.gov.uk/coronavirus/working-safely/index.htm>

Talking with your workers about preventing coronavirus:

<https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf>

## Working Safely Guidance toolkit (Dept for Business, Energy and Industrial Strategy)

Overview of the working safely guidance (includes downloadable posters and social media images):

<https://industrialstrategy.frontify.com/d/55EzeVU6rhza/covid-19-business-support#/keeping-your-business-safe/working-safely-guidance-1/what-is-the-working-safely-guidance>

## Alcamus Group Risk Management

Return to work downloadable pack including templates and what to include:

<https://www.cvsce.org.uk/sites/cvsce.org.uk/files/COVID-19-Return-to-work-guidance-pack.docx>

## St. John's Ambulance

Working safely during COVID-19 tool:

<https://www.sja.org.uk/course-information/covid-19/working-safely-during-covid19-tool-and-advice>

## Charity shops

Government guidance for people who work in or run shops, branches or stores:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Charity Retail Association Reopening Shops pack:

<https://www.charityretail.org.uk/wp-content/uploads/2020/05/CRA-charity-shop-reopening-pack-V2.0-May-7-2020.pdf>

## NCVO: Protecting your staff, volunteers and beneficiaries

<https://knowhow.ncvo.org.uk/coronavirus/>

## Government guidance on forming 'bubbles'

This guidance was issued with the focus upon households, however, some organisations are adapting some of the principles for use at work:

<https://www.gov.uk/guidance/meeting-people-from-outside-your-household#making-a-support-bubble-with-another-household>