

Community Volunteer Scheme - Frequently Asked Questions

What is the community volunteer scheme?

We are working closely with our local communities to ensure everyone that needs help can receive it, and that everyone that is well and able to help, can do so. To support this we are recruiting community volunteers who want to 'do their bit' These volunteers are helping the most vulnerable members of our community who don't have any support and need help with things like shopping, prescription collections, dog walking or making phone calls to keep in touch.

Who can volunteer?

If you are aged between 18 and 70 years and in good health, we would [love to hear from you](#).

People aged 70 and over or those who are themselves self-isolating can also volunteer to phone someone for a check-in and chat.

I'm over 70 can I help?

If you are fit and healthy you can help by making valuable safe and well calls from the comfort and safety of your own home.

I'm under 18 but really want to help my community

If you are under the age of 18 unfortunately we are not in a position to sign you up as a community volunteer. However, you can still help out in your own way by becoming a good neighbour and looking out for those you are familiar with – a wave from the street or chat at a safe distance to check people are ok. You can also signpost them to the Community Support Line if they do need assistance.

How do I volunteer?

You can apply by completing the online submission form https://www.telford.gov.uk/info/20348/volunteering_opportunities

What happens next?

We will process your submission form and contact you via email to confirm you have been added to our database of Community Volunteers, issuing you with the relevant paperwork.

How does the scheme work?

We have set up a Community Support Helpline to help vulnerable people who are self-isolating or have no family, friends or neighbours to turn to for help. People can register on line or call 01952 382030 for support.

Once you have registered as a community volunteer a member of the Volunteer Co-ordination team will be in touch with you when a suitable request for help comes through. The co-ordinator will explain when and what is required and you can advise whether or not you can help.

Where will I be volunteering?

We are matching volunteers with requests from residents within their local area. This will not only make it easier for you, as you know the area but also limit the amount of time you spend outside of your home.

Will my expenses i.e. petrol/diesel/phone call costs be reimbursed?

No, unfortunately we are not able to reimburse you for these costs.

Will I be provided Personal Protective Equipment (PPE)?

PPE is not required to carry out any of the roles we are asking our volunteers to do. Volunteers should not be entering houses or having any direct contact with those self-isolating. Further guidance is issued to volunteers as part of their role.

Will I receive any training?

Dependent on the role, some training may be required.

Can I say No?

Yes, if you do not feel confident or cannot action a request you can say no at any time. We have created guidance notes for each volunteering role to give you information and advice and to help you select which role you wish to undertake,

I volunteered but I have not been contacted yet?

Some of you may not have heard from us yet, but we haven't forgotten you or your offer of help. As soon as we have someone in your area who needs the sort of help you are offering, we will be in touch.

To keep our community volunteers regularly informed we are also producing a weekly newsletter to keep everyone up to date with what is going on.

What if I can no longer volunteer?

If any of your circumstances change and you are no longer able to volunteer please email volunteering@telford.gov.uk