

## Message to Hambledon PC Councillors from Cllr Paul Quinn (Chair) 04-Apr 2020

Dear Tony and PC colleagues,

Thank you Tony for this thought, forgive my delay in response.

Firstly, we must recognise that we are operating a good neighbour scheme during an emergency, not putting into place something that replaces DHSS or NHS services. We have made the following assessment of the risks to vulnerable adults (unsupervised access to children is very unlikely, since parents are at home), as follows:

- Volunteers are allocated that live close to the household they support and only exceptionally aren't known to the supported household.
- We have a comprehensive statement of GDPR compliance with the supported household list limited to the core HAP team, held in a cloud service (ie not on personal hard drive) and behind passwords.
- We have established a volunteers Whatapp group that allows spreading of best practice. Communications are end-to-end encrypted. Use of names on that forum is forbidden.
- We have a volunteer e-mail group for clear communications.
- The PC and village is kept up-to-date with progress, procedures and developments.
- The PC voted an emergency fund of £1,000 at its Emergency meeting before lock-down, this has proved a useful provision.
- We have ordered ID badges for HAP volunteers for them to be identified as 'official' volunteers when calling to pick up prescription requests or dropping off shopping.
- We have a confidential and legally compliant prescription request and medicine drop off, operated by medical professionals and ex-Chair of PC.
- We do not anticipate many occasions when supported households require a volunteer to take them to QA or Hambledon Surgery for three reasons:
  - We have checked and found that many hospital appointments have either cancelled routine appointments or moved them to telephone consultations.
  - The hospital transport service is still operating and bookable.
  - DHC is endeavouring to keep the Hambledon surgery open, since it reduces infection risk in Denmead
- If, nonetheless, a supported person does need to get to an appointment despite all, we judge that the risk is less if taken by a near neighbour than, say, by a taxi (taking many people in their cabs). If a volunteer is taking someone will suggest they check their insurance cover.
- We will investigate whether we can use the DBS cleared Communicare minibus drivers for this task.

Therefore, the judgement is that we do not need to pursue DBS checks for 119 volunteers currently on our books in support of the 109 households and 161 persons currently supported, and that current operations can continue.

Volunteers are regularly updated with guidance from WCC and HCC and that advice also appears on the Hambledon Together FaceBook page, PC web page and Clerk emails to the village community.

Our main concern remains communicating with those vulnerable people not on line. Early in the emergency a paper drop was made to each household, this could be done again but would require

considerable planning to ensure gaps did not occur. The previous method is no longer assessed as viable. Volunteers are asked to keep neighbours they know are not on line up to date.

Since the HAP team was appointed by the PC at the emergency meeting this assessment should be placed into the PC record.

I hope you are all enjoying the sunshine, but please stay at home to keep the NHS safe.

Kindest regards

Paul

Paul Quinn

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