

Bucks CC Safeguarding / Data protection advice

In Buckinghamshire we are so proud and grateful of how our communities are pulling together at such a difficult time. It is fantastic how many people are offering help and support and we don't want discourage anyone who wants to help.

All human interactions carry a degree of risk and given that you may be supporting some of our most vulnerable residents, we thought it might be helpful to provide some top tips on how to limit some of these risks.

Safeguarding and Accountability

Only use people that live locally (you know where they live and are known/can be endorsed by a trusted person). If not known, use the for admin or a buddy until confident.

If offered help – if you do not know and trust someone, make sure that they are introduced to you and endorsed by someone that you do trust. **Nobody should be handing over their bank card and PIN to anyone.**

Only provide assistance which allows for the social distance of 2 metres e.g. shopping, telephone calls, chatting on the doorstep from a safe distance, doorstep “casserole service”. Do not go into someone's house. If someone needs additional help, refer them to the Council contact centre.

General volunteers should not be going into people's houses (infection control as well as personal safety). If either side feels at all uncomfortable, make an excuse and end the interaction - trust your instincts.

Volunteers with relevant (non-clinical) social care experience who may need to enter a person's home will be prioritised to support from the council's Adult Social Care Team. Make sure that someone knows the volunteer's schedule and for the volunteer to “check in” – this could be a buddy system between 2 volunteers.

If signposting someone to a group who can provide support you should check first that they can provide the type of support required.

Keep up to date with the advice and guidance from the [NHS](#) and the [government](#) and always refer people to the latest official advice.

Safeguarding Telephone Numbers:

Safeguarding adults team - 0800 137915

Out of hours emergency duty team - 0800 999 7677

Safeguarding children - 0845 460 0001

Data protection

When you take a person's details, be clear about the following: (This could be a statement on your website or leaflet, or when speaking with the person)

- Who you are e.g. organisation name
- What you will be using the information for e.g. providing neighbourly support
- For how long you will hold their information e.g. until the end of the pandemic
- With whom it may be shared e.g. volunteer helpers.

The personal information must be stored in a way that protects it from loss. It is best to keep the personal information on an electronic device with password/pin code protection and not to write it down where it may be mislaid accidentally.

Only use it for the purpose it was given for e.g. providing social and practical neighbourly support during the Coronavirus pandemic.

Make it clear that you will delete the information if they want to “opt out” at any point.

When the pandemic ends, destroy the information unless you re-contact the individual for their agreement to continue holding it. Keep a record of the person’s agreement for ongoing contact.