

A guide for services requesting support from Team Lambeth Volunteers

Hello,

In response to the ongoing coronavirus (COVID-19) response, Lambeth Council are working with partners to match interested volunteers with organisations across the borough. Volunteers are available to complete a range of tasks, depending on your organisations needs. As per current regulations, all tasks will need to be online or over the phone, with the exception of the delivery of any essential items or services that provide specialist support.

Lambeth Council have conducted ID checks on volunteers, and will coordinate collecting and promoting opportunities. We ask organisations to provide a brief induction to volunteers, recognising that due to these unique circumstances processes will be different to usual.

We have created this short guide to help you submit requests for volunteers.

Overview of the current volunteer pool:

We currently have over 1000 registered volunteers, with more applying every day. Volunteers are based across Lambeth and have a range of skills and backgrounds.

These volunteers will be essential in providing support to residents, through a range of services provided by the Council, NHS and VCS. Organisations across the borough are referring volunteers to this service to support the coronavirus response effort. The Council is managing this pool of volunteers on behalf of the borough.

General volunteers are expected to help with the following types of activities:

- delivering essential goods such as food and medicines
- befriending or welfare phone calls
- supporting existing VCS organisations to deliver or expand their services

Specialist volunteers have self-identified as being able to support with:

- communications (writing copy, video content, PR)
- technology (software development)
- health and social care (meeting more specialist support needs)
- other professional skills (accounting, law)

Given the nature of this unprecedented situation, we have a centralised and manual ID checking function for these prospective volunteers.

Lambeth Council will be contacting all ID verified volunteers on a weekly basis. We will email them opportunities from organisations across the borough and will ask them to directly register their interest with you. We will be advertising both regular volunteering, and one-off requests.

Overview of the process to request volunteers:



To submit a request for volunteers, please follow the below instructions:

- Complete the online form (available [here](#)) with the requested details
- Ensure that you are clear about any specific logistical details (for example, if you need specific volunteers at a specific time)
- As these requests will be sent out to over 1,000 volunteers, we ask all organisations to set up a way to record volunteer interest. We recommend setting up event registration for an induction webinar through Eventbrite (additional details on this to follow), however if you have your own channels (such as google forms or online sign-up sheets) then you are welcome to use these
 - o **Remember that volunteers have already shared their personal details, availability and DBS status (where applicable).** The purpose of a sign-up form is solely to record volunteer interest, so avoid collecting additional information unless it is strictly necessary. **Lambeth Council have consent to share information on interested volunteers.**
- Run an online information session/ induction for interested volunteers. This can be a short, 15-minute briefing to outline the specific tasks they will need to undertake, or can be a longer overview if any background information is required.
- Ensure that you either set a limit for the number of volunteers who can register, or commit to contacting all interested individuals
- A member of the team will be in touch if we require additional clarification.

How to set up an Eventbrite event:

As mentioned, we recommend that you set up an online induction and have volunteers register for this through Eventbrite. This will allow you to track the number of interested volunteers and will easily allow you to run a short induction webinar to introduce them to your organisation and the volunteering tasks.

Eventbrite is free to use for free events, and it's very simple to get started:

- Go to <https://www.eventbrite.co.uk/signin/>
- Create an Eventbrite account
- Once you have an account, click 'create event'
- Follow the prompts, ensuring that you select 'online event'
- You will then be taken to a summary page, where you can edit/amend information about your event
 - o Under the section 'digital links' – there is space for you to include a link to the zoom call, Teams call, or whichever digital tool you will use
 - o Under the section 'tickets' – ensure that you select 'free', and that you specify how many places you will offer. We would recommend you specify 1.5 times the volunteers you need (for example, if you are looking for 10 volunteers then offer 15 places)
 - o Finally, under 'privacy settings' select 'privacy' and ensure that you change this event to 'private'. This will ensure that only those with the link can sign up.
- There are some other settings you can look through, but these are the key fields for the time being
- Make sure you publish your event, and include the URL in your volunteer request form



If you have an existing tool that you use to collect the details of interested volunteers, you are welcome to continue to use this. Please ensure that you include the link to this tool in your volunteer request form.

Key things to think about when running an online induction:

We'd recommend you keep the induction as short as possible. In some cases, this could be a 15 to 20-minute webinar with key pieces of information. Depending on your organisation and the types of tasks volunteers will look to undertake, it might take the form of a slightly longer briefing. However, we would recommend you consider the following:

- Think about the most suitable online tool to use to conduct your webinars. Some options you could consider are [Zoom](#), [GoToMeeting](#), [Microsoft Teams](#) or [Jitsi](#)
- Aim to keep your webinar as short as possible. 60 – 90 minutes is usually about as long as people can concentrate online, but we would recommend you stick to only essential information and keep it shorter where possible
- Aim to include some interaction. This could include the use of breakout rooms, a question and answer session, or the use of the chat function
- Stick to key points – a short introduction to the organisations, the volunteering tasks to be carried out, any policies or safeguarding information they should be aware of, the type of support they can expect to receive
- Where possible, include some visual aids

Where to get help:

If you are in the VCS and need help, either with the technical tools or with requesting volunteers, please contact Ellie Munari Ellie.Munari@healthwatchlambeth.org.uk

If you are in the Council or health services and need help to request volunteer support, contact Chloe Bernard-Grahame Cbernardgrahame@lambeth.gov.uk

