

What are the aims of the scheme?



Do you need some help while self-isolating?

If you need a hand with collecting shopping or prescriptions, or just want someone to talk to, our NHS Volunteer Responders are here to help.

Call **0808 196 3646** or visit nhsvolunteerresponders.org.uk

Royal Voluntary Service is a registered charity 1015888 (England and Wales) & SC038264 (Scotland)

The NHS Volunteer Responders scheme aims to:

1. **Provide protection to those clinically vulnerable to the Covid-19 pandemic.** NHS Volunteer Responders help with tasks such as collecting shopping or prescribed medication, driving people to medical appointments, transporting essential equipment and supplies, or helping alleviate loneliness via telephone support.
2. **Enable more individuals to step forward to support the NHS through micro-volunteering opportunities.** Volunteers can switch between 'on duty' or 'off duty' in the GoodSam app, to fit around their other commitments (such as working, childcare or leisure).
3. **Increase capacity within the local healthcare economy and respond to 'real-time' needs in the system.** Volunteers are available to respond to time critical tasks such as shopping, prescription and equipment drop-offs, and so on.

The programme will continue until 31 March 2021.

Available roles

Volunteer Responders support vulnerable individuals through one of the following roles:

[Community Response Volunteer](#)

This role involves collecting shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home. A DBS is not required for this role.

[Community Response Plus Volunteer](#)

This role supports individuals who have been identified by referrers as living with a significant vulnerability. An enhanced DBS check with barred list is required for this role.

[NHS Transport Volunteer](#)

This role involves transporting equipment, supplies and/or medication between NHS services and sites, it may also involve assisting pharmacies with medication delivery. A DBS is not required for this role.

[Patient Transport Volunteer](#)

This role supports the NHS by providing transport to patients who are medically fit for discharge or to transport patients to medical appointments. An enhanced DBS check with barred list is required for this role.

[Check In and Chat Volunteer](#)

This role provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation. A DBS is not required for this role.

[Check in and Chat Plus Volunteer](#)

This role provides a regular check-in by telephone support to the same individual for a duration of 10 weeks, with 3 calls taking place each week. An enhanced DBS check is required for this role.

NHS Volunteer Responders headlines

NHS Volunteer Responders continues to be a very active and responsive programme; week-on-week new referrals and clients come onto the system. The last three weeks have seen notable increase in both new referrals and new clients. This week:

- 1,939 new referrals (an increase of 235 from the previous week)
- 1,739 new clients (an increase of 232 from the previous week) |

Up to 11th October 2020:

- **106,493 unique clients** have been supported.
- **945,147** tasks have been undertaken (in support of the shielded and self-isolating groups). This represents 84.6% of all tasks requested.
- **Self referral** exceed any other individual category, with Local Authority & GP categories being the next largest.

For the period 5th October to 11th October 2020:

- **77.8%** of NHS Volunteer Responders on duty last week were offered a task by notification through the GoodSAM app.
- **25.4%** of NHS Volunteer Responders who were offered a task in the last week undertook a task.
- The number of on duty volunteers has dropped in some areas of the country over the summer as people have had other commitments. Through September and October we are encouraging volunteers to switch back on duty and there will also be some localised recruitment in areas of the country where additional volunteers are needed.
- Analysis of the patient/client survey underway; findings to be released shortly

Recruitment

- High volume of tasks in the locality
- Relative low volume of volunteers compared to other areas
- Changes in circumstances for volunteers
- Expected demand over winter and potential for additional requests



How we want to work with you

- This is not intended to compete or replace local volunteering arrangements
- It is designed to complement other provision
- Please help us spread the word



Scale and reach across Leeds

The advent of the Covid-19 pandemic has resulted in a considerable increase in requests for and delivery of, support across all Local Authorities in the UK, as exemplified by the summary of activity delivered by our BAU services and the NHSVR programme in Leeds between 1st April and 30th September 2020:

NHSVR Activity Summary

Total Tasks						
Check In And Chat Total	Check In And Chat Plus Total	Community Response Total	Community Response Plus Total	NHS Transport Total	Patient Transport Total	Total tasks
3,739	386	6,987	957	26	74	12,169

Royal Voluntary Service BAU Activity

Total Tasks		
Assisted Shopping	Check in and Chat calls	Total Tasks
402	16,191	16,593

Further information

You can find more information about the programme, including FAQs, at www.nhsvolunteerresponders.org.uk