

**As of 24/03/2020**

*This information is for organisations and community groups offering support during the COVID 19 Pandemic.*

**Please find below statement from Flintshire Local Voluntary Council regarding volunteers supporting the elderly or vulnerable during Lock down**

You can find Government guidance on closures and lock down [here](#)

This effectively allows critical voluntary and community activity to continue. The Guidance specifically says that community centres can remain open for Foodbanks etc.

At this moment in time it seems that the government guidance is approving volunteers who are helping the elderly and vulnerable leaving their houses to complete these tasks. We would recommend reiterating to anyone getting in touch with you that your service is for the vulnerable and elderly / those without anyone else to turn to ONLY and that those who can ask friends and family should do so.

We are currently working with Flintshire County Council, Health and the Police to ensure they are informed of volunteer activity. We would not recommend calling the police to tell them about your activity as this will reduce their capacity. Instead, if you are operating a community group or organisation of 7 volunteers or more, we would appreciate if you could reply to this email with a line or two about the service you are offering, the contact number and the areas in which you are operating and we will compile the information and send it to them.

We would recommend volunteers carrying ID for themselves and organisation or group – ideally a lanyard and ID badge or letter/email from organisation.

Please remember safeguarding remains paramount. **Advice on safeguarding and risk assessing is attached.**

Welsh Government are due to send a letter to all vulnerable people imminently. The letter will direct people to family and friends support and also refer to councils and the 3<sup>rd</sup> sector including volunteers. We will circulate this once it is released.

We will of course be in touch with further information as and when it emerges. An update on FLVC's current work is attached. If you need any support please do not hesitate to contact me or any member of the FLVC team on 01352744000.

Many thanks  
Millie Boswell

**Third Sector Development Manager – Health and Social Care  
Flintshire Local Voluntary Council /Cyngor Gwirfoddol Lleol Sir y Fflint**

[FLVC Update 24.03.2020](#)

[Statement for organisations and groups 24.03,2020](#)