Community Taskforce Terms of Service

The Community Taskforce Volunteers (CTV) service is a project run by Volunteer Edinburgh. Every volunteer has PVG Disclosure, is fully trained, verified and carries Volunteer Edinburgh ID.

Our volunteers are deployed to support individuals in Edinburgh with short-term, practically focused tasks where no other form of support is available to the individual.

What the Community Taskforce Volunteer service offers

Community Taskforce Volunteers (CTVs) can offer one-off or short-term practical support. This support can include

- Shopping with a shopping list (We are unable to cover the cost of shopping, and our volunteers must be provided with cash or a contactless card to cover the cost of goods requested)
- Company on short unaided walks
- Support after hospital discharge
- Prescription collection and delivery
- Light waste management (This includes taking bin bags to the street, or recycling items to the local charity shops)
- Dog walking (Provided on a short-term basis only. i.e. once or twice a week)
- One off Garden tidying (This is not a regular service and is normally a one-person task)
- Reading or posting letters and parcels
- Friendly doorstep chats

The above list is not exhaustive.

Considerations for support from CTVs

CTV support is available to anyone who is not in receipt of other support, for example from friends, family, statutory or third sector provision.

CTV support cannot be provided if another organisation should/could be able to provide this type of service, i.e. befriending as there are approx. 60 orgs in Edinburgh assisting with this type of service.

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CTV support is one off or short-term support which at the sole discretion of Volunteer Edinburgh, this may be provided for up to three months in certain circumstances.

CTV support is available to anyone who needs practical support following illness, isolation, mobility issues or hospital discharge.

Volunteer Edinburgh reserves the right to reject, restrict, remove, suspend or terminate the service at any time for any reason without prior notice or liability.

Deploying CTVs Safely

All volunteers have had full induction, training, and reference checking. In addition, all volunteers have had their identity verified using a combination of biometrics and Government Issued ID and are members of the PVG Disclosure Scotland scheme. All volunteers carry an official Volunteer Edinburgh issued electronic or physical ID.

Volunteers are not permitted to share their personal phone numbers with clients. All arrangements and rearrangements must be made through Volunteer Edinburgh on 07958 540 438.

When money is needed to fulfil a task, such as shopping, the volunteer will collect cash or a contactless debit card from the client. Volunteers will return any change, card and receipt to the client after the task has been completed.

On occasions, on instruction from the client and with the advance authorisation of Volunteer Edinburgh, a volunteer may withdraw cash from an ATM on behalf of the client. Withdrawal receipts will be provided whenever possible.

Volunteers will use their common sense and discretion when deployed to a task and are instructed to escalate any concerns that they have with Volunteer Edinburgh. In turn Volunteer Edinburgh reserves the right to report concerns to Social Care Direct or another statutory partner as appropriate.

All Community Taskforce Volunteers are covered by Volunteer Edinburgh's public liability insurance while they are undertaking tasks that Volunteer Edinburgh has deployed them to. CTVs are not covered by Volunteer

Edinburgh's insurance if individual arrangements have been made between the volunteer and a third party.

If it appears to be an emergency, then 999 will be called for a welfare check via the police or access to other emergency services.

When we offer support

Monday to Friday from 9am to 7pm and Saturday by special request, if this is the only time available to the volunteer.

We require 24 hours' notice to undertake a task though on occasion assistance is offered within a 2-hour window though this cannot always be guaranteed.

How we coordinate this service

Following the receipt of a request, we email volunteers in the same postcode as the individual requesting assistance and hope to recruit a volunteer from this pool, if there is no success we send a further email to a wider area. On receipt of the confirmation that a volunteer is available we call the individual to let them know the name of the volunteer and when they may be able to undertake the task.

The referral agency, or individual, must ensure that as much information as possible is shared with Volunteer Edinburgh to minimise the risk to the volunteer and ensure the correct delivery of support.

Where we offer this assistance

Across Edinburgh from EH1 to EH17 and in addition EH30

Need help? Got questions?

✉ taskforce@volunteeredinburgh.org.uk

✆ 0131 561 8309 or 07958 540 438

Volunteer Edinburgh, 222 Leith Walk, Edinburgh EH6 5EQ

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