

Volunteer Information sheet

Knowsley Volunteer Hub



Who can access the Volunteer Hub?

The Hub provides support to Knowsley residents who fall within one or more of the following categories and do not have a network of family or friends to help them.



A) Shielded residents - people of all ages who are extremely vulnerable to COVID-19 and have been told by Government to stay at home and avoid face-to-face contact for at least 12 weeks.

B) 70 or over (or under 70 with an underlying health condition) - This group have received a letter from the Council explaining the risks of COVID-19 and asking them to contact the Hub if they have no other means of support. Those who respond and are already clients of the Council's Adult or Children's Social Care Services will be directed back into these services. The remainder will be supported by the Hub.

C) Those who are self-isolating because they or a member of their household are symptomatic of the virus



D) Children and Families

- There may be support available to children and families who via the Children's and Families cell or Early Help.
- Families who require support should contact the Hub and they will be signposted to volunteer and community groups who may be able support them.
- They may also provide practical support to families via the children's centre offer e.g. delivery of foodbank hampers for those families who meet the supply of house hold provisions eligibility criteria.

E) Those residents / families who would normally fulfil the criteria to be supported by The Big Help Project (Knowsley Food Bank) and other neighbourhood food banks operated by other community groups across Knowsley.

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The Supply of Household Provisions

Household provisions are expected to be requested through the Hub. Where a resident is able to afford to pay for these items but are unable to access them to purchase (i.e. they are unable to leave their home) then the Hub will either arrange for a volunteer to collect these provisions on behalf of the resident from a local supermarket with the resident funding their purchase; or, arrange for a provisions parcel to be delivered from the Knowsley Food Bank.

There will be requests for support from residents in financial hardship and it is important the Hub has established eligibility criteria that residents need to demonstrate before a provisions parcel is dispatched to them at no cost.

The Hub's eligibility criteria for a no-cost provisions parcel is explained below.

The resident / family must live in Knowsley and be in Food Poverty* i.e. they do not have enough food to feed themselves and their family for the next couple of days, and do not have the money to buy food). This could be as a result of a number of reasons including:

- In employment on zero hours contract / minimum wage and has had an unexpected bill or demand for money leaving them and their family in food poverty;
- People returning to work whose benefits have stopped and have to work a period of time in hand before their first pay day;
- People who have fallen in to rent arrears that threatens their tenancy due to unforeseen crisis;
- Financial crisis that has led to the client to fall into Food Poverty;
- The long-term sick who are awaiting statutory sick pay;
- Awaiting benefit claim;
- Delay in benefit payment; and
- JSA Sanction.