



Frimley ICS Volunteers Bureau

Volunteers play an important role in delivering health and care services by adding value to the work of paid staff. The response from local communities during the COVID-19 outbreak has been overwhelming. Volunteers have been recruited locally and nationally and new guidance has been issued by the government and by NHS England to ensure that volunteers can be placed quickly, effectively and safely.

The ICS Volunteer Bureau has been established to support the workforce of the Frimley Collaborative of CCGs and their partners in response to the evolving COVID-19 outbreak. The Bureau can support in three key areas:

Requesting volunteers: If you would like to request volunteer support please take a moment to look through the [guidance for staff](#) and then complete the [volunteer request form](#) and send it to the email address below. Please provide as much detail as possible so that volunteers can be placed safely and responsibly. We are hoping to offer telephone support for this process too – more details to follow.

We are able to support the placement of volunteers to support the health and care sector and will support with placement of volunteers from a variety of settings including local volunteer schemes and the national NHS Volunteer Responder scheme where appropriate.

Offers of support: If, as a member of staff, you have received an offer of support that you feel could benefit the health and care system then please inform us by sending as much detail as possible, including relevant contact details, so that this can be logged. The Volunteer Bureau will then ensure that these offers can be utilised in the best way to support the system.

Volunteer information and advice: There is a great deal of information and guidance about volunteering during the outbreak. If you have any questions, concerns or queries or would like some guidance on the best way to proceed then please utilise the Volunteer Bureau for this too.

For all contact relating to the three areas above please use the following email address: eastberksccg.icsvolunteerbureau@nhs.net

The Volunteer Bureau is active Monday-Friday 9am-5pm (including Good Friday and Easter Monday). Emails can be accepted 7 days a week but will only be monitored during the above hours. We are hoping to offer telephone support for this process too – more details to follow.