



Dear Partners and Friends,

Firstly, thank you for your amazing support since our inception in March 2020.

We would like to take this opportunity to share information about our existing services and the type of requests our volunteer team can manage given our limitations and capacity at this time.

We will be operating a Volunteer Driver Community Transport Scheme from March 2023. Initially this scheme will be for adults who, by reason of age, ill health, disability, financial hardship or other disadvantage cannot conveniently use other publicly provided transport service to attend Health related appointments within the Skipton and South Craven area.

Existing Services

- **Ground Yourself in Green / Nurturing Growth**
- **Step Into Action Wellbeing Hub & Cafe**
- **Befriending** - friendly phone calls, befriending in the home, door step chats, accompanying people to appointments)
- **Walk & Talk**
- **Signposting**
- **Volunteer driver transport scheme**
- **Volunteer driver Wheel Chair Accessible Vehicle (WAV)**

Details of Services

Ground Yourself in Green Project (GYIG) / Nurturing Growth:

This runs on a Thursday from 4th May – 14th September (excluding 24th August) 10.30am, Aireville Park, Skipton and we offer a range of wellbeing activities including 10.30am walk & talk, 11.30am crafty cuppa, 12.30 Mindfulness & 1-2pm yoga (booking is advisable). All activities are on a 'pay as you feel' basis and we ask for donations to cover the cost of instructors & for the refreshments. Nurturing Growth is a continuation of Ground Yourself In Green, with the same activities but set indoors for the winter months (Sept-May). Nurturing Growth 2023-2024 will be at Fisher Medical Centre Community Room.

What we CAN DO at the Ground Yourself in Green Project/Nurturing Growth: Offer our activities to everyone over the age of 18 years old. We can offer a listening ear and signposting to other services and organisations.

What we CANNOT DO at the Ground yourself in green Project/Nurturing Growth: Invite you to join us if you are under 18 years old. Allow you to access our activities if you are under the influence of drugs or alcohol. Give you advice, we will however, signpost you to advice and support services.

Step into Action Wellbeing Hub & Café

We offer support Friday 6 -9pm & Saturday 2-5pm (Café & Hub) - What we **CAN DO** at the Step into Action Wellbeing Hub & Café: When arriving at the café for the first time, the Friend of SSIA will be told about the aims and objectives of the café and offered a light refreshment. The Friend of SSIA will then be asked to read through and sign the Wellbeing Café Agreement outlining the expectations of everyone at the café. Also, the Friend of SSIA will be asked to indicate a level of their current wellbeing and reasons for this. The café is a safe space where all members of the community can attend, connect with others through chatting or via the different activities, or relax with a cup of tea or coffee. As a volunteer-led service we offer a 'listening ear' for those who want to talk about their worries and concerns and



then as necessary SIGNPOST to other services and professionals who are better equipped to advise and support. Should there be any concerns about the welfare of anyone attending the café we can offer them a crisis card which has a list of contact details of other services that will offer specialist advice and support. We regularly check in with the café attendees and monitor their progress. We run on a donation basis so ask for attendees to 'Pay as you Feel' to help us cover the cost of room hire, activities & refreshments.

If you represent another service and are signposting someone to the cafe, you can arrange for someone to accompany them for their first visit or inform SSIA of any key information we would need to know about that person.

What we **CANNOT DO** at the Step into Action Wellbeing Hub & Café: We cannot allow anyone into the café when they present as not conforming to any aspect outlined on the Wellbeing Café Agreement, this includes being under the influence of drugs or alcohol etc. We are clear when offering a 'listening ear' that we are NOT an advice service, but we are there to listen and offer signposting to other services and professionals as necessary.

Befriending

Befriending in The Home (BITH):

This service is suitable for people who are struggling to get out due to physical or mental health issues; who have no friends or family nearby to support them and have become lonely and feel isolated.

What we CAN DO when offering BITH: After an initial introduction (normally through a couple of phone calls with the volunteer and then a visit from the volunteer and a support volunteer) we conduct a health and safety chat which looks at the needs of the Friends of SSIA and volunteer, they will then confirm their next visit to start the befriending support. This service is very popular and we currently have a wait list meaning it can take as long as 3 months to set up. We can help with digital support e.g. setting up the NHSApp; managing shopping online; setting up APPS to support contact with friends and family who do not live nearby.

What we CANNOT DO as a BITH Volunteer: we cannot offer any personal services e.g. washing & toileting of Friends of SSIA; as these are regulated activities and need to be undertaken by trained carers not volunteers; we cannot manage money for clients or offer financial advice again this is a regulated activity and needs a specialist to support. In addition the volunteers are not able to offer cleaning, tidying; using cash card to gain money for the client, etc. type services. SSIA Volunteers cannot enter a friend of SSIA's home independently (e.g. via a key box/safe or push button key pad), they must be let in by the client or family member.

Door Step Chats:

This service was set up during the pandemic to offer a face to face chat with Friends of SSIA in a socially acceptable place and distance to the client. However some clients still like this service if they are not happy to have someone in their home and would prefer to see someone face to face.

What we CANNOT DO as a Door Step Chat Volunteer: we cannot enter the Friend of SSIA's home, if a Friend wishes to change to the BITH service they would have to agree to have a risk assessment. Like BITH we cannot offer services that include, personal care, money management or advice, but we can offer signposting to other services and a listening ear.



Friendly Phone Calls: This service supports the Friend of SSIA through regular chats with the same volunteer at a pre-agreed time/day. More friendly than just a welfare check. Like a chat with a friend about subjects you are both happy to discuss. This service is often used to support people with mental health and isolation issues; those who are happy to use the phone and do not want volunteers in their home.

What we CANNOT DO as a Friendly Phone Call Volunteer: we cannot enter the Friend of SSIA's home, if a Friend wishes to change to the BITH service they would have to agree to have a risk assessment. Therefore, like BITH we cannot offer services that include, personal care, money management or Advice, but we can offer signposting to other services and a listening ear.

Walk & Talk

This service is for people who want to get out and about it could be a walk around the block to get some fresh air for someone who is less mobile; or it could be a more challenging walk. This is normally to support people who want to become more sociable but would find it difficult to walk in a group. However, Friends of SSIA who start with this service often move on to one of our group walks or join another walking or activity group.

What we Can Do as a Walk & Talk befriender: The SSIA volunteer can make a friendly phone call to the Friend of SSIA to discuss the walking routes and set dates for walking; the volunteer can meet the Friend of SSIA to complete a health risk assessment to ensure that the friend of SSIA is fit enough to walk. This will be reassessed if the Friend of SSIA health deteriorates.

What we CANNOT DO as a Walk & Talk Volunteer: we cannot enter the Friend of SSIA's home, or offer Advice, but we can offer signposting to other services and offer a listening ear and a friendly smile.

Volunteer Driver Community Transport Scheme

This service is for adults who, by reason of age, ill health, disability, financial hardship or other disadvantage cannot conveniently use other publicly provided transport service to attend Health related appointments within the Skipton and South Craven and surrounding areas.

SSIA does request a non-profit-making charge for the scheme to cover the drivers mileage expense based on 45p per mile from the drivers base to your destination and return (minimum charge £2.50) and for all parking charges to be covered if the volunteer is waiting for the Friend of SSIA whilst they have their appointment to bring them home.

What we Can Do in providing Car Journeys:

SSIA Volunteer car service is currently only being offered for health related appointments including Hospital, Doctors, Dentist and Chiropractic appointments etc.

When the journey request is made SSIA will advise whether the journey is eligible under the scheme. If it is eligible SSIA will then take some details to register the Friend of SSIA (if a new user) as a user of the scheme. Then a volunteer will be requested.

The cost of the journey will be calculated and advised to the Friend of SSIA once a volunteer is allocated, (please note, we will advise if we do not get a volunteer to cover this journey, to enable the Friend of SSIA to make alternative arrangements).

SSIA can offer single journeys, or wait & return to home (the wait must be less than two hours).

The SSIA volunteer can guide the Friend of SSIA from their door to the vehicle and into their appointment.



If SSIA cannot accommodate the requested journey, we will do our best to signpost you to other organisations that may be able to assist.

What we CANNOT DO in providing Car Journeys:

SSIA volunteer cannot enter the Friend of SSIA's home.

SSIA volunteer cannot carry Wheelchairs or give major assistance in accessing vehicles - SSIA ask that all users of the service are independently able to access vehicles with just minimum guidance from our volunteer drivers.

Volunteer drivers are able accept donations, but cannot accept any additional monies (tips etc.) over and above the agreed fare.

SSIA volunteer cannot transport any additional passengers unless pre agreed with SSIA and the driver.

Wheelchair Accessible Vehicle (WAV) Community Transport Scheme

This service is for users of wheelchairs or have larger walking aids - adults who, by reason of age, ill health, disability, financial hardship or other disadvantage cannot conveniently use other publicly provided transport service to attend Health & wellbeing related appointments within the Skipton and South Craven and surrounding areas.

SSIA does request a non-profit-making charge for the scheme to cover the drivers mileage expense based on £1.00 per mile from the drivers base to your destination and return (minimum charge £5.00) and for all parking charges to be covered if the volunteer is waiting for the Friend of SSIA whilst they have their appointment to bring them home.

What we Can Do in providing WAV Journeys:

SSIA WAV service is currently only being offered for health & wellbeing related appointments including Hospital, Doctors, Dentist and Chiropody appointments etc.

When the journey request is made SSIA will advise whether the journey is eligible under the scheme. If it is eligible SSIA will then take some details to register the Friend of SSIA (if a new user) as a user of the scheme. Then a volunteer will be requested.

The cost of the journey will be calculated and advised to the Friend of SSIA once a volunteer is allocated, (please note, we will advise if we do not get a volunteer to cover this journey, to enable the Friend of SSIA to make alternative arrangements).

SSIA can offer single journeys, or wait & return to home (the wait must be less than two hours).

The SSIA volunteer can guide the Friend of SSIA from their door to the vehicle and into their appointment.

If SSIA cannot accommodate the requested journey, we will do our best to signpost you to other organisations that may be able to assist.

What we CANNOT DO in providing WAV Journeys:

SSIA volunteer cannot enter the Friend of SSIA's home.

SSIA volunteer cannot transport any additional passengers unless pre agreed with SSIA and the driver.

Volunteer drivers are able accept donations, but cannot accept any additional monies (tips etc.) over and above the agreed fare.

Signposting



For all our services or from a general phone call we can offer signposting to other services in the area, if we feel that SSIA cannot support the client or if they are already a Friend of SSIA and need additional support. WE DO NOT OFFER ADVICE.

Other Support Offered - we have some volunteers who are digital ambassadors and energy ambassadors, these volunteers are happy to support Friends of SSIA to become more independent by helping them set up their computers to access shopping and prescriptions online, setting up your NHSApp or to just simply help them with a CV or setting up Zoom or FaceTime to chat with friends & family. Again these services can sign post & support clients to further support and advice. This type of support can be offered at Nurturing Growth project, Step Into Action Wellbeing Cafe & Hub and on a one to one basis through BITH or pre-arranged meetings.

Shopping & prescriptions - can in an emergency be requested as a one off or for short term support only and will only be available if we have the capacity to support - please speak to the Leads of The Day.

Skipton Step into Action is a volunteer-led service and we need to ensure volunteers can be flexible in their roles and do not encounter situations where they might feel uncomfortable. We do request as much information as possible regarding all referrals.