

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.

SSIA will update this document on a regular basis to reflect our current services. Please ask when referring yourself or a client for an updated version of our Service document.

Existing Services

- **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)
- **Volunteer Driver Community Transport Scheme** - Volunteer Car Service or WheelChair Accessible Vehicle (WAV)
- **Signposting**

Areas SSIA Volunteers cover

Skipton Step Into Action volunteers offer support in Skipton Town and surrounding villages including; Bradley, Cononley, Farnhill, Carleton, Cowling, Crosshills, Glusburn, Draughton, Embsay, Gargrave, Sutton and Thornton in Craven.

Details of Services

Nurturing Growth (NG)

Nurturing Growth (NG) is held at **Fisher Medical Centre Community Room** offering a range of wellbeing activities including:

10.15am (weather depending) - Mindful walks in Nature around Skipton enjoying its history and beautiful Aireville Park and Skipton Woods

11am -1pm We offer a warm space to gather together to sing have a warm drink and chat, engage with games and crafts

1-2pm Yoga for all abilities

All activities are on a 'pay as you feel' basis and we ask for donations to cover the cost of instructors & for the refreshments.

What we CAN DO at the 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 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

Wednesday 6 - 8pm (*Closed the 3rd Wednesday of every Month*) & **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 light refreshments on a Wednesday & a warm meal on a Saturday. 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 attendees to 'Pay as you Feel' to help us cover the cost of room hire, activities & refreshments.

Please check the SSIA Facebook page for up to date information on meals, activities and supporting services who could be visiting The Step Into Action Wellbeing Hub & Cafe, regular attending services include Pioneer Projects, MIND; Citizens Advice; NYC support services to name but a few.

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 Services

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 isolated and feel lonely.

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 risk assessment in the form of a 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 be longer than 3 to 4 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 cards to gain money for the client, etc. SSIA Volunteers cannot enter a friend of SSIA's home independently (e.g. via a key box/safe or push button keypad), they must be let in by the client or family member (Please speak to us regarding accessing homes and the risk assessment process our volunteers will conduct when they first meet the new friend of SSIA - this is undertaken with 2 volunteers or a staff member and volunteer).

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 (uses walking aids or even a motorised scooter); 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 and/or understand the equipment they might need to use when out for a walk (walking aids - sticks, frames scooters etc). This will be reassessed if the Friend of SSIA health deteriorates or changes.

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

Volunteer Car Service

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 and 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 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 (maximum wait 1 hour unless otherwise agreed) for the Friend of SSIA whilst they have their appointment. Any additional donation made by you will go toward SSIA continuing to be able to run this volunteer transport service.

What we Can Do in providing Car Journeys:

SSIA Volunteer car service is currently prioritising health and wellbeing related appointments including Hospital, Doctors, Dentist and Chiropody appointments, weight management, mobility exercise classes and care/hospital visit of spouses/partners appointments etc. (this list is not exhaustive).

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 personal details to register you as a Friend of SSIA (if a new user) as a user of the scheme, this will require us taking some details regarding your requirements and appointment details. Then a volunteer driver 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 maximum wait time is 1 hour, unless otherwise confirmed at the time of the journey being allocated to a volunteer driver and confirmed back to you). Journeys requiring a longer wait will be allocated as two separate journeys and possibly allocated two separate volunteer drivers.

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 (man handle) passengers getting in or out of 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 (maximum wait 1 hour unless otherwise agreed) for the Friend of SSIA whilst they have their appointment. Any additional donation made by you will go toward SSIA continuing to be able to run this volunteer transport service.

What we Can Do in providing WAV Journeys:

SSIA WAV service is currently prioritising journeys 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 personal details to register you as a Friend of SSIA (if a new user) as a user of the scheme, this will require us taking some details regarding your requirements and appointment details, including the type of wheelchair being used and your ability to self-propel. Then at this stage a volunteer driver 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 maximum wait time is 1 hour, unless otherwise confirmed at the time of the journey being allocated to a volunteer driver and confirmed back to you). Journeys requiring a longer wait will be allocated as two separate journeys and possibly allocated two separate volunteer drivers.

The SSIA volunteer can guide the Friend of SSIA from their door to the vehicle and into their appointment however, the passenger must be able to self-propel and if they wish to sit in a seat, they must be able to adjust themselves without being manhandled by the volunteer driver.

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 give major assistance (man handle) passengers getting in or out of vehicles - SSIA ask that all users of the service are able to self propel to access vehicles with just minimum guidance from our volunteer drivers. If the passenger prefers to transfer to a seat than travel in their wheelchair, they should be able to do this independently or

If prearranged with SSIA additional passengers/support workers can be transported with the passenger to assist with the entering and exiting of the vehicle in a safe and secure manner for the passenger.

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

Please ask our Lead of the day (telephone support team) for more information on SSIA supporting transport needs/trips for care and nursing homes.

Signposting Service

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, Topping up Gas & Electricity keys/accounts - can In exceptional circumstances 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 Lead of The Day who will be supporting our telephone service.

SSIA can also support with HSF vouchers (and other voucher schemes) downloading and printing or helping digitally to support Friends of SSIA to download and use their vouchers.

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.