

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 current services and the type of requests our volunteer team can manage.

SSIA will review this document on a regular basis (at least twice a year) to ensure it reflects our current core services. Please ask when referring yourself or a client for an updated version of our Service document.

## **Core Services**

- **Nurturing Growth**
- **Wellbeing 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 & Wheelchair Accessible Vehicle (WAV)
- **Signposting**

## **Areas SSIA Volunteers cover**

Skipton Step Into Action volunteers offer support in Skipton Town and surrounding villages including; Airton, Bradley, Cononley, Farnhill, Carleton, Kildwick, Sutton in Craven, Cowling, Crosshills, Glusburn, Draughton, Embsay with Eastby, Gargrave, Broughton, Thornton in Craven, Halton East, Elslack, Bolton Abbey. We will also offer services in Upper Wharfedale and North Craven if the local hub is unable to meet your needs e.g. Age Concern (North Craven) has a lower age limit of 55 - subject to volunteer driver availability.

## **Details of Services**

**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

We also have a Key Worker at **NG** who will be very happy to discuss additional signposting and support to access other services if you are eligible.

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

**What we CAN DO at the Nurturing Growth:** Offer activities to anyone 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.



**Wellbeing Café - Saturday Cafe 2pm - 5pm (weekly) & Wednesday Hub 6 - 8pm**  
**(Monthly on the last Wednesday of the month - excluding bank holidays)**

When arriving at the cafe for the first time, attendees will be told about the aims and objectives of the cafe and offered a warm meal on a Saturday. The attendees will be told about the expectations of everyone at the cafe.

The café is a safe space where any members of the community (over the age of 18) can connect with others through chatting or via the different activities. Or they can 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 ask attendees to make a donation of at least £2. However, nobody would be turned away on the basis of not being able to make this donation. We would then ask attendees to donate on the basis of 'pay as you feel' to help us cover the cost of room hire, activities & refreshments.

Stay up-to-date with the latest news on meals, activities, and visiting support services at The Step Into Action Wellbeing Hub & Cafe by checking the SSIA Facebook Group/Page <https://www.facebook.com/groups/SKIPTONSTEPINTOACTION>. **Regular attendees include Pioneer Projects, MIND, Citizens Advice and more.**

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 **CAN DO** at the Step into Action Wellbeing Café: Offer activities to anyone 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 Step into Action Wellbeing 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 befriender and volunteer, they will then confirm their next visit to start the befriending support. This service is very popular and we currently have a waiting 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 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 as 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 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 home, if anyone 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 an individual 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 home. If anyone 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, people 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 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 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.

SSIA does make a non-profit-making charge for the scheme to cover the drivers mileage expense based on 45p per mile (as per HMRC guidelines) from the drivers base to your destination and return (minimum charge £2.50). All parking and other charges (e.g. Bradford Clean Air Zone) incurred to be covered by the passenger. Drivers will normally wait up to one hour for an appointment to finish. Longer appointments can be accommodated through prior arrangement, therefore it is helpful if we have this information at the time of booking. Any additional donation made will go toward SSIA continuing to be able to run this volunteer transport service.

### **What we Can Do in providing Car Journeys:**

SSIA will take some personal details to register you as a new user of the scheme. This will require SSIA 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 passenger once a volunteer is allocated. Please note, we will advise if we do not get a volunteer to cover this journey, to enable the passenger to make alternative arrangements.

SSIA can offer single journeys, or wait & return to home (see above for maximum waiting times and prior arrangements). Journeys requiring a longer wait may be allocated as two separate journeys and possibly allocated two separate volunteer drivers.

The SSIA volunteer can guide the passenger 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 volunteers cannot enter the home.

SSIA volunteers cannot carry Wheelchairs or give major assistance (man handle) passengers getting in or out of vehicles. SSIA asks that all users of the service are independently able to access vehicles with just minimum guidance from our volunteer drivers. SSIA volunteers cannot transport any additional passengers unless pre agreed with SSIA, at the time of booking e.g. Carers/companions/relatives.

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

**Wheelchair Accessible Vehicle (WAV) Community Transport Scheme** - This service is for users of wheelchairs or have larger walking aids - adults who cannot conveniently use other WAV publicly provided transport service.

SSIA will request a non-profit-making charge for the scheme to cover the drivers mileage expense based on £1.00 per mile from the vehicle's base to your destination and return (minimum charge £5.00) and for all parking and other charges to be covered if the volunteer is waiting (maximum wait 1 hour unless otherwise agreed) 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. However, please do contact us as if we have capacity we can consider other requests, e.g. outings 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 volunteers cannot enter the home.

SSIA volunteers 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** a chaperone 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 contact our Telephone Support 01756 802098 for more information on SSIA supporting transport needs/trips for care and nursing homes.**

### **Additional Support Offered**

**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 people 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 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.

**SSIA Christmas Elves Appeal** - The Skipton Step Into Action Christmas Elves appeal is now in its fifth year. We believe that every child should experience the magic of Christmas and, as such, we are coordinating a scheme to provide gifts for children in Skipton and South Craven whose families are struggling to afford Christmas. We use our website and Facebook Group/Page to advertise when the appeal is open (normally the list opens at the beginning of November and closes at the end of November and delivery is mid December).

*How Christmas Elves Appeal works:* Families can request a gift to the value of £20-£25 for any child between the ages of 0 and 17, living in Skipton or the surrounding villages (Bradley, Cononley, Farnhill, Carleton, Cowling, Crosshills, Glusburn, Draughton, Embsay, Gargrave, Sutton and Thornton in Craven). We host the requests on our anonymous gift list for people to buy. We then collect and wrap the gifts, and deliver them in time for Christmas.

**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.**