Action Together Community Wellbeing Service

Co-design workshop – community buddy and transport

Thursday 25th October 2018, 11am – 1.30pm

Key points arising from group discussions – Factors to consider:

* Support and training for volunteers – a programme of training
* Think about the volunteer, their needs and abilities. Require a structured programme for volunteers (taking their lead)
* Roles – specific roles for volunteers with specific training and support packages including induction
* Volunteer availability and reliability – robust vetting to check suitability and commitment
* Have a volunteer strategy
* Factor in time to identify, train and support volunteers – duty of care to volunteers. Clinical supervisions for volunteers.
* Matching volunteers to clients carefully including people with lived experience and being sensitive to this
* Identify people who could give back and become future volunteers
* Risk assessments of clients – sharing of known risks
* Different offers i.e. broad or specific – tailored to individuals / groups of individuals
* Supported by service involved – transitioned appropriately with process in place (e.g. joint visits with buddy / transport service to support their volunteer if fits their service criteria)
* Consider who is / isn’t ‘suitable’ for buddying / transport service – criteria
* Is the issue lack of transport availability or complex health issue / financial or sustainability
* Sharing resources i.e. risk assessments, processes
* Local resources i.e. volunteers, buddys, transport
* Mapping of community transport / minibuses available
* Timely and appropriate referrals
* Data sharing agreements – GDPR considerations
* Consider opportunities to refer wider and support for this
* Time factor – short, medium or longer-term buddy
* Criteria – will the service offered be time-limited?