

Southam Community Support Group

Support Group Organisation

The Southam Community Support Group comprises individuals who have volunteered to assist in supporting members of the community who are frail, elderly, vulnerable or otherwise need assistance. In addition, up to 4 volunteers act as coordinators receiving and allocating requests for help. We also have the support of drivers who can take individuals to medical appointments, hospital or the shops.

The prime objective of the Group is to provide practical assistance to those in self-isolation or shielding because of Covid 19. However, other support can be offered at the discretion of a coordinator. Although support will generally be restricted to the parish of Southam, we may be asked to respond to requests from outside the immediate area either from neighbouring parishes or by Tewkesbury Borough Council.

Dealing with a Request

Assessment and Allocation. A request for assistance can come in via two routes:

- a. **A bid from a resident (the “client”) to a coordinator.** Bids received centrally are taken by a coordinator who will log the requirement, assess it and then attempt to find a volunteer to respond. First call will be to a volunteer close by the client, expanding outward until a positive response is obtained. The coordinator will keep the task sheet open until the errand is complete or there is some other conclusion. The details will then be uploaded to an online register/log of events. A flow chart showing this process is at Annex A; it is recommended that volunteers print off a copy and keep it to hand.
- b. **A bid direct to a volunteer from a client.** A request for help may come direct to a volunteer, usually from a neighbour. If the volunteer is content that the request is genuine and one that can be safely undertaken, the volunteer is free to do so without feeding the bid to a coordinator. The volunteer should ensure that a “Request for Assistance Checklist” form is raised and used it to capture all relevant information. The volunteer will also need to keep to hand a copy of the Guidelines for

Southam Community Support Group

Residents as well as the Volunteer Guidelines¹. A flow chart showing this process is at Annex B; it is strongly recommended that volunteers print off a copy and keep it to hand.

Help is at Hand

However prepared we think we are there will be circumstances and issues that throw us. Please don't hesitate to ask for help or advice. We are a group of individuals trying to do our best in difficult circumstances. Experience suggests that we will get through this testing time if we retain a sense of humour and look out for each other.

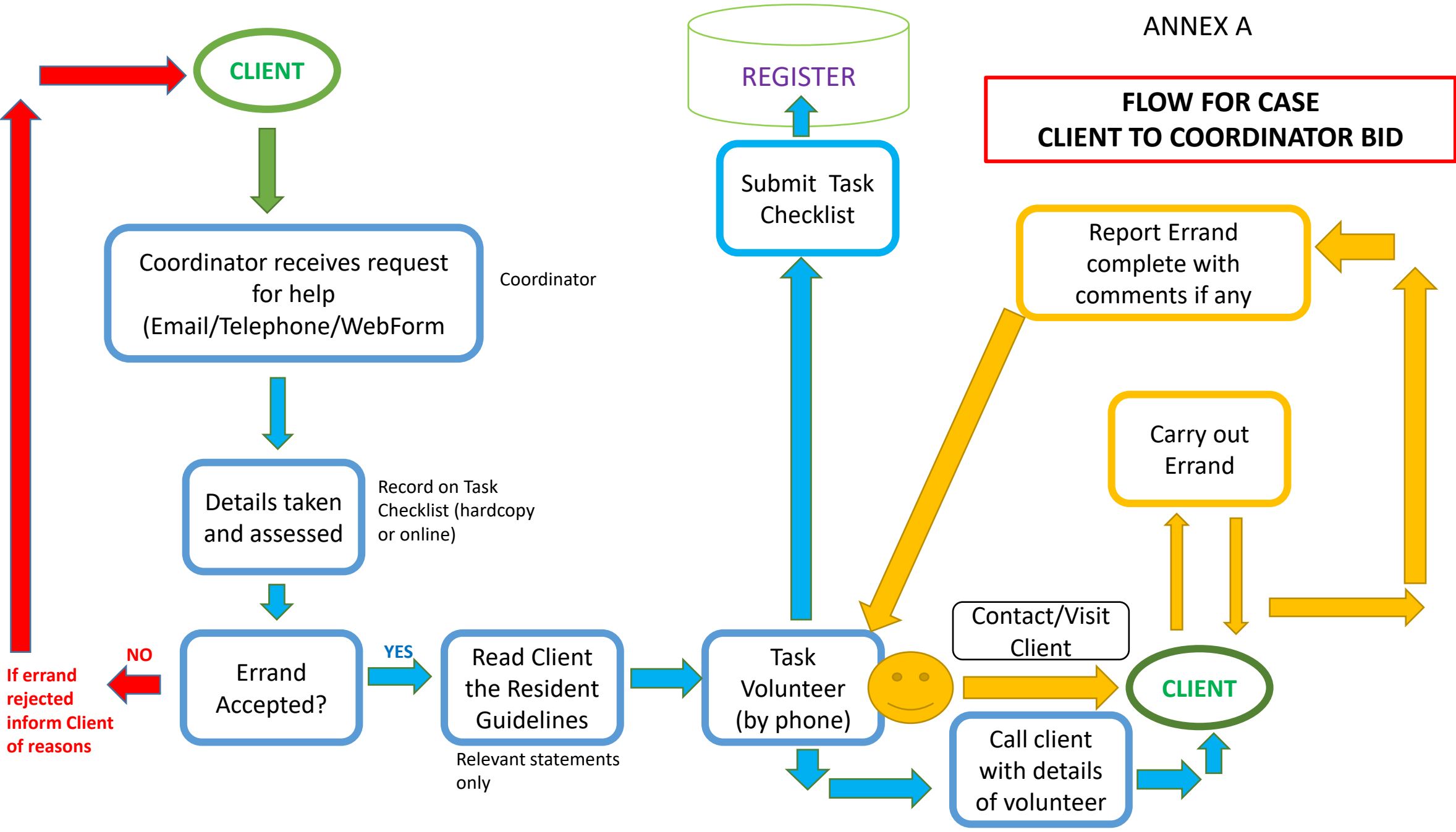
Coordination Contacts:

Coord Central	David Jones	01242 516187
Coord One	Chris Tudgay	01242 582846
Coord Two	Emily Watkins	01242 520401
Coord Three	Pam Sissons	01242 573942
Coord Four	Amy Goymer-Brown	07788 711404

¹ The Guidelines and the Checklist can be downloaded from www.southamtoday.org.uk/covid-downloads.

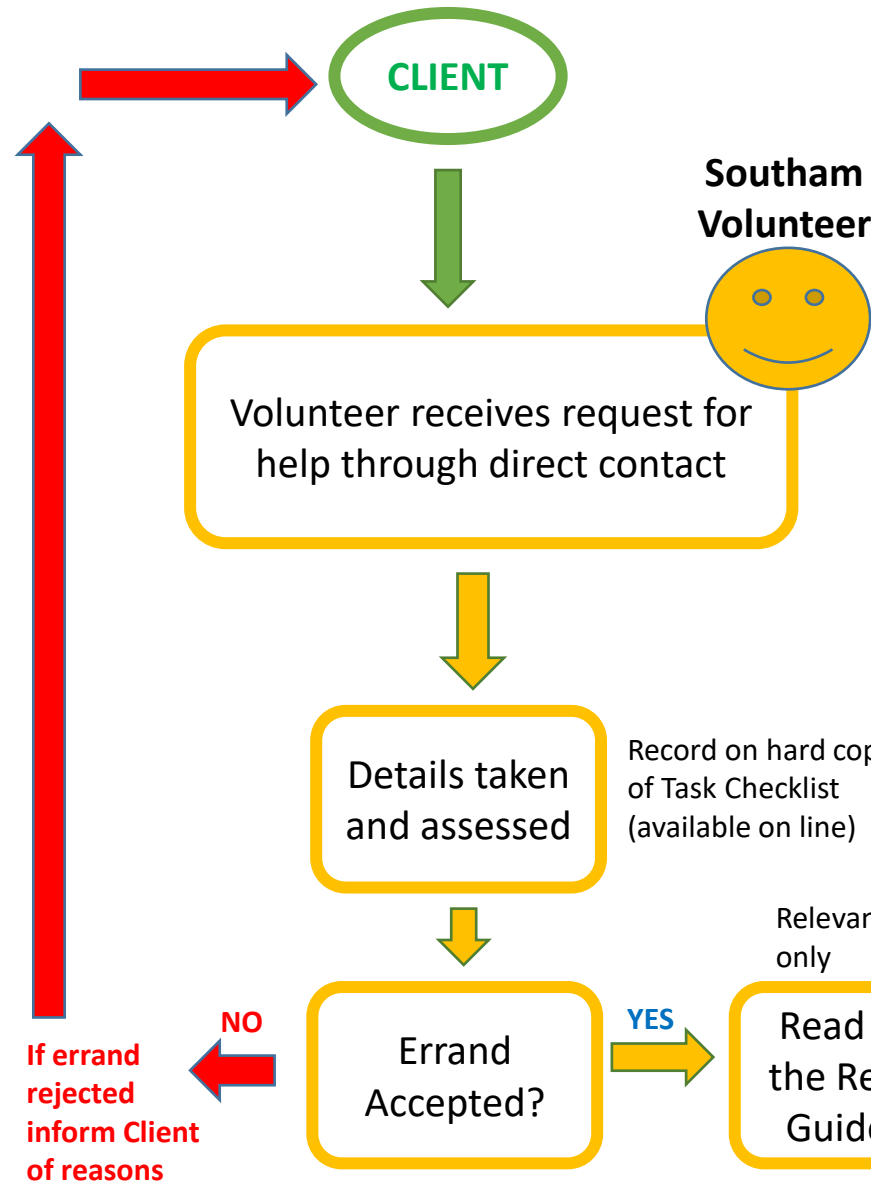
ANNEX A

**FLOW FOR CASE
CLIENT TO COORDINATOR BID**



NOTES

FLOW FOR CASE BID FROM CLIENT DIRECT TO VOLUNTEER



ANNEX B



Coordinator will update Register

Submit Task Checklist to Coordinator

Telephone details or email copy of checklist

Record Errand completed on Task Checklist

Carry out Errand

Read Client the Resident Guidelines

Errand Accepted?

YES

NO

If errand rejected inform Client of reasons

Relevant statements only

Record on hard copy of Task Checklist (available on line)

Details taken and assessed

Volunteer receives request for help through direct contact

Southam Volunteer



CLIENT