

Service Specification



M o v i n g o n S u p p o r t S c h e m e

Funded by Defra's Rural, Social and Community Programme



Information about the Moving On Support Scheme

What does the Scheme Aim to do?

Through structured volunteer support the Moving on Support Scheme aims:

- *to facilitate a change for people who have recently experienced an event in their life, which has resulted in feelings of isolation and vulnerability*
- *or who may have suffered from long-term social isolation but are now ready to move on,*
- *to help and encourage them to become more confident and able to participate in community life.*

Who is Eligible for the Scheme?

In order to be accepted on to the scheme the person must be:

- 18 or over
- Live in the Eden District Council area
- Have recently experienced an event in their life which has resulted in feelings of isolation and/or vulnerability

Or

- Have been suffering from long-term social isolation but are now ready to move on in their life

A change in circumstance may be due to, divorce, bereavement, retirement, reduced mobility or loss of work, for example.

What is the Referral Process

Referrals to the scheme will only be accepted from:-

- Age Concern
- Eden Carers
- Eden Community Alarms
- Eden Mind

A referral can be made by:-

Completing a referral form and following the referral guidance (both attached). This should then be forwarded to the Moving On Support Scheme Co-ordinator.

What does the Scheme offer?

The Scheme offers eligible people the opportunity to be supported by well trained volunteers to meet new people, participate in events and activities, whether these are new activities, things that the person has always wanted to do but lacked the confidence or activities that the person used to participate in but stopped.

Participation in activities will be of mutual interest to the person using the scheme and the volunteer and can include things such as, activities where they might meet other people:

People using the scheme will want to move on with their life and be encouraged to set goals. Volunteers will help them to achieve these. This free service will be time limited, the length of which will be determined on the needs of the individual.

TIME LIMITED

The Moving on Support Scheme will be task focused and time limited lasting for a period of between 3 and 12 months. Although the length of the relationship will depend on the individual's needs and circumstances. Regular reviews will take place to ensure that the scheme is appropriate for the individual and continues to meet their needs.

Why time limited?:-

- To enable people using the scheme to move towards independence.
- Encourage people using the service to become more active
- Enable people using the scheme to become more confident and move on in their life
- Enable people using the scheme to work towards goals they have set.
- Provide a volunteer who can support people using the scheme to build up the skills and opportunities to make their own friendships outside of the scheme.

All relationships will be offered in a friendly, confidential and understanding way.

What is not offered by the Scheme

The Moving on Support Scheme and its volunteers are not able to:

- Provide any physical support such as, home help or personal care or
- Act as an advocate
- Do housework
- Do shopping for people using the scheme
- Do Decorating / DIY tasks
- Paying bills for people using the scheme
- Attend appointments to represent people using the scheme
- Administer medication or collect prescriptions for people
- Act as a counsellor
- Be on call outside of agreed meeting times
- Be a babysitter or taxi service
- Be a signatory for any matter

What happens next?

All referrals will be checked by the Moving On Scheme Co-ordinator to ensure they meet the eligibility and referral criteria. If the person does meet the criteria a more detailed assessment will take place. This will look at in detail:-

- Whether the person is able to set and work towards goals
- How the person feels in terms of confidence and self esteem
- What are the current levels of contact and participation
- Whether the person is restricted by accessibility issues.
- Risk assessment

Following on from this assessment if the person is accepted on to the scheme then a suitable volunteer will be sought for a set period of time ie initially for six months but reviewed on a three monthly basis. The length of the support will recognise the different needs of individuals and may vary accordingly.

If there is no suitable volunteer available at the time then the person will be added to a waiting list.

Agencies making the referral will be informed of the outcome of this process.

How are volunteers and people using the scheme matched?

In order to ensure that volunteers and people using the service have a positive experience and successful outcome, they will be asked to identify the sort of person they think would be most suitable for them to work with and be supported by. This will cover the type of personality preferred, ie bubbly and outgoing, preferred age, gender, ethnic origin and religious background for example.

Once a suitable match has been found an introductory meeting will take place to enable the volunteer and the person using the scheme to share information about themselves and agree what things they would like to do and when.

How are volunteers recruited and supported?

People wishing to volunteer for the scheme will be required to complete an application form which will ask them to identify why they would like to volunteer for the Moving On Support Scheme and what skills and experience they have which they feel is relevant to the volunteering role. They will also be asked to talk this through further with the Scheme Co-ordinator.

Volunteers will be required to undertake a two day compulsory training event. This training will also be used to assess volunteers suitability for the scheme.

Regular training and one to one supervision with the Scheme Co-ordinator will also take place to ensure volunteers continue to be supported, kept up to day and able to share any issues and concerns they may have.

All volunteers successfully recruited will be required to complete an Enhanced Criminal Records Bureau Disclosure.

Volunteers will follow the policies, procedures and guidelines for Eden Mind along with any additions which specifically relate to the Moving On Support Scheme.

In order to ensure that the Moving On Support Scheme offers an ethically sound scheme and maintains professional boundaries A *Code of Conduct* for volunteers has been produced.

Expenses will be paid in line with those outlined in Eden Mind's volunteer policies and procedures.

How are achievements measured?

People using the scheme will be informed at the outset that their views and feedback on the service will be sought. This will be a condition of using the service. In addition people using the service and volunteers will be encouraged to reflect on their activities, involvement and improvements by keeping journals, completing surveys and feedback reviews.

What if I have a complaint or grievance?

The Moving On Support Scheme works alongside Eden Mind's Complaints and Grievance Procedures. Copies are available on request.

What about ending relationships?

As the Moving On Support Scheme offers time-limited goal focussed support the scheme recognises the importance of discussing endings at the beginning of relationships with both the volunteer and the person using the service. The aim is to ensure that all parties fully understand and appreciate that the support is about enabling the person to move on and not about creating another dependency.

Guidance has been produced and is available on request.

What about confidentiality

Our Moving On Support Scheme works to Eden Minds confidentiality policy. Copies are available on request.

What if I have any further queries?

Do not hesitate to contact the Scheme Co-ordinator:-

Wendy White
Moving On Support Scheme Co-ordinator
c/o Eden Mind

Tel No 07757481975
Email: wendy@edenmind.org.uk