



Volunteer Update

March 2020

Dear Volunteer,

Thank you for joining the Seiriol Good Turn Scheme. Your willingness to help is really appreciated. We just wanted to get in touch, and give you an update on how things are going.

The scheme started taking calls on Thursday 19th March. There are three telephone numbers for the local community to ring during the day (8am to 6pm) answered by Di, Lesley, and Steve, and one overnight number (6pm to 8am), monitored by Robert, for anyone who is distressed and needs someone to talk to.

During the day Di, Lesley, and Steve work in a rota of half-days and two out of the three phones are always operational. There is an answer message on the “resting” phone directing callers to the other two numbers.

Since we started we have become increasingly busy. We are impressed and grateful for the positive “can do” attitude of all the volunteers we have contacted.

Number of volunteers

At the latest count we have 100 registered volunteers, and there is good coverage across Seiriol:

Town / Village	Volunteers
Beaumaris	30
Glanrafon	5
Llandegfan	18
Llanddona	13
Llanfaes	3
Llangoed	20
Llansadwrn	4
Penmon	4
Out of Area	3

How does the system work?

When a caller asks for help on one of the three daytime numbers, their call is logged on a paper form. The call-handler then refers to the electronic volunteer database which is held on the Airtable workspace app. The call-handler calls one of the volunteers (who usually lives in the same village as the person who requires help) and, if the volunteer is available, details of the “good turn” required is discussed. The call-handler then rings the caller back to let him or her know the name of the volunteer (other contact details of the volunteer are **not** passed on to the caller) and which day and at what approximate time the “good turn” will be delivered.

Generally there is no need for volunteers to call us after completing the “good turn” but we will need to know if there has been a problem for one reason or another.

Shortly after 6pm each day Di, Lesley, Robert, and Steve hold a “tele-conference” to review the day, see how things could be improved, and plan for the next few days.

In running the scheme we are mindful of the following:

- volunteers are **not** expected to do any more than they wish to do
- the safety and wellbeing of volunteers and clients is paramount
- we try to organise the good turns as efficiently as possible to avoid duplication and unnecessary journeys for the volunteers
- we ask callers whether they have any personal friends or family who can undertake the errand before committing one of the scheme’s volunteers
- we appreciate that there are lots of good turns being done across Seiriol by people in the community and the Seiriol Good Turn Scheme is just one small part of the support network

What has the scheme delivered in the first 7 days?

We have had numerous general enquiries over the first week but these are **not** included in the table below. As you can see the biggest proportion of “good turns” has been the delivery of medications. (Please see below for more information on prescriptions and shopping)

“Good Turn”	Number
Medication delivery	57
Shopping	10
Dog walking	1
Letter / Parcel Delivery	3
Telephone support	3
Other	2

So far we have used 43 different volunteers to deliver these 76 good turns.

In addition, a big thank you to the 19 volunteers who delivered the Seiriol Good Turn Scheme leaflets through almost every letterbox in the Seiriol area!

The feedback from individuals who have received a “good turn”, the pharmacies (particularly the Beaumaris chemist), the Health Centre, local businesses, and the wider community has been really positive so far: thank you for volunteering and all you do.

We know that a number of you are only able to undertake telephone duties as you are unable to leave your home. We won't forget your offer of help, but, at the moment, most tasks require a visit to the chemist or a shop. There may well be an increasing need for telephone support in the coming weeks and we thank you for making yourself available.

We will be contacting some of you in the near future to see if you are willing to take on the task of call-handling. This will obviously be as part of a manageable rota and “virus-free” virtual training will be provided.

Medication delivery

At the moment, the Rowlands Beaumaris Chemist opening hours have been reduced to 10am - 5pm. This is because they have been so busy and need time to deal with all the prescriptions and requests without being disturbed. They are also struggling to answer the phone because of the workload and staff being off due to illness or the self-isolation requirements.

We are therefore trying to avoid ringing them if we can. They are happy to give out medications to any volunteer as long as the volunteer clearly knows the name, address, and date of birth, of the individual(s) he/she is delivering to. It is advisable for volunteers to take their own ID in the unlikely event that the pharmacy staff ask for proof of identity.

Shopping

We are struggling to come up with the best system to help take shopping to vulnerable and isolated people. At the moment we are arranging shopping for people as best we can and encourage people requesting shopping to understand the following:

- ideally only one shop a week
- is it urgent?
- local shopping preferred but a volunteer may be willing to travel further
- essentials only
- will it significantly impact their quality of life or risk their health and wellbeing if they don't have specific items

One “on-line” example of “Essential Items”

Meat and fish
Grains and bread
Oil and Fish
Dairy and Eggs
Tinned and dried produce
Condiments
Fruit and Veg
Essential personal products
Pet Food

We are still finding our way with this and thank you for your understanding. We also understand that some volunteers may prefer not to buy some goods such as alcohol and cigarettes on behalf of others and we totally respect everyone's individual views on this. We won't ask a volunteer to do something he/she doesn't want to do.

As you know some local shops are now taking orders and payments over the phone and some are undertaking home deliveries. We are trying to keep in touch with local businesses and there are likely to be other developments in the near future. We will endeavour to keep abreast of local developments and adapt accordingly.

One new development we wish to introduce is a Seiriol Good Turn Scheme "WhatsApp Volunteers Shopping Group". The intention is that when we have a call from someone asking for help with shopping, we will put out a message on the WhatsApp group to see if any volunteer is going shopping anyway on a particular day. If a volunteer replies to say he/she is, then we will contact that volunteer to make arrangements. *We will be contacting you soon about this.*

Keeping up to date

We are hoping to produce newsletters like this every month. In addition we will be emailing you with other information as needed.

The Seiriol Good Turn Scheme is getting regular emails from public organisations, both on Ynys Môn and from further afield, and some of these will be of interest to you. We will forward them on to you where appropriate.

Finally.....

Thank you for your help once again. Please don't hesitate to get in touch at any time if you have any questions, suggestions, or comments. The best way to contact us is either by one of the Seiriol Good Turn Scheme telephone numbers or by email:

ctdseiriolgts@gmail.com

