

# Collaboration in Practice

Working Across the Sectors to the Benefit of Local  
Residents

**Refusing to ignore people in crisis**

# British Red Cross received Section 64 funding to develop a third sector brokerage project; Gofal y Ddolen



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# Linking people to services and mentors

- > An informal holistic assessment to address isolation and lack of independence
- > An action plan
- > Matched to a local trained and supervised volunteer mentor
- > Supported one to one, as the 12 week action plan is worked on
- > Referred on to existing services and supported to take them up
- > Supported in finding existing resources to meet their needs and utilise them
- > Building confidence, resilience and local contacts

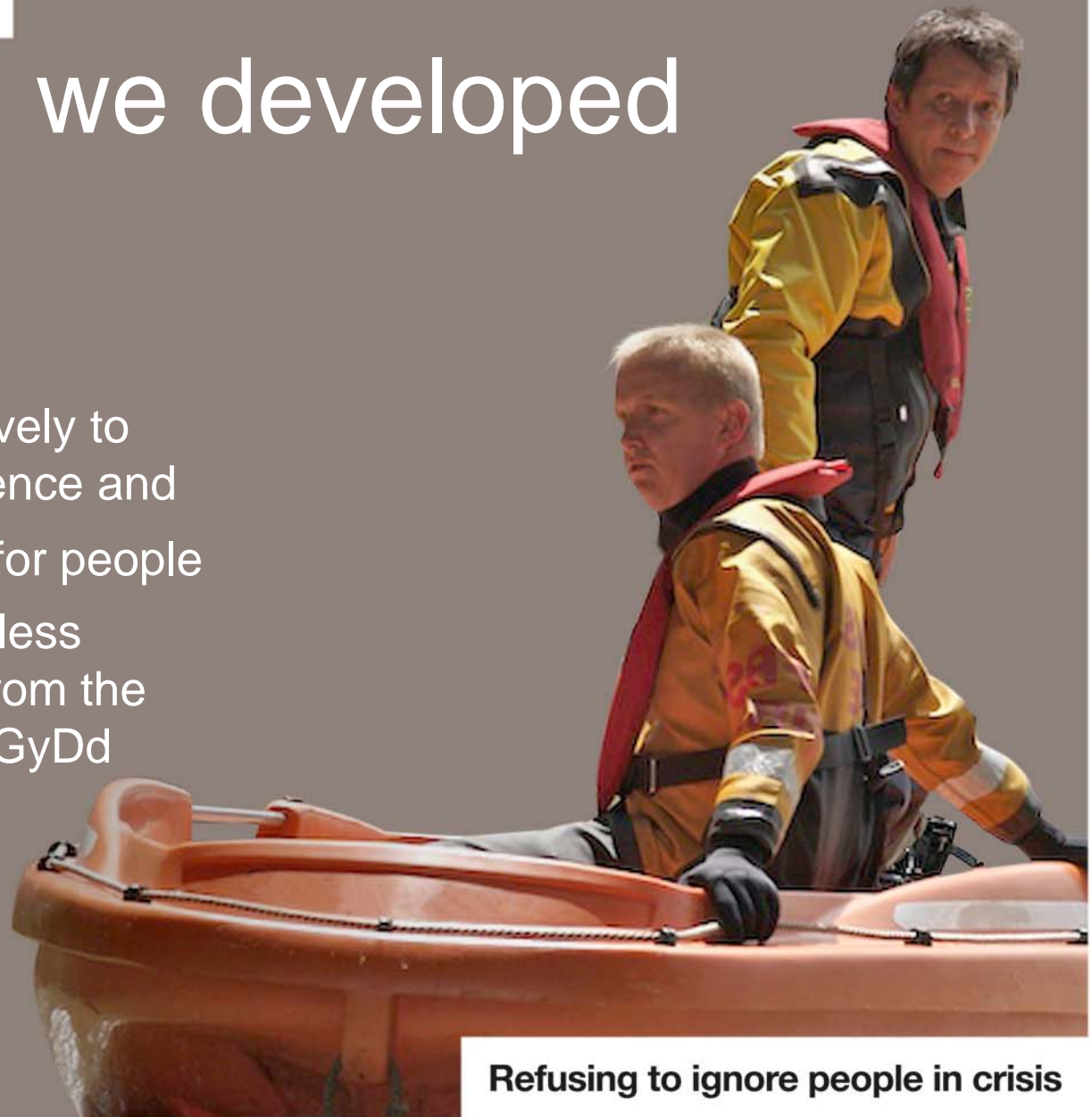


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# Then we developed

- > The Bridgend Partnership
- > To work collaboratively to promote independence and positive outcomes for people
- > To develop a seamless transfer of clients from the IRMS Team to the GyDd service



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# Success factors

- > The two teams have developed a positive and supportive partnership
- > A seamless access route, from the clients perspective, exists by November 2013
- > BRC staff are able to use the Draig system and databases effectively, with first level permission, to support IMRS and GyDd outcomes
- > There is no loss of data from the Draig system and confidentiality and integrity is maintained in line with BCBC procedures and policies



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- > There is an increase in the number of interventions made with residents of Bridgend, an increase in the number of positive outcomes and a reduction in isolation
- > BRC is delivering third sector brokerage to individuals in BCBC area and achieving the outcomes listed in the grant application



And so far...

- > 130 referrals
- > Over 50 volunteers

- > Community Cafes (run by BAVO) - 11
- > CrossRoads - 3
- > Community Transport - 10
- > Contact the Elderly - 3
- > Befriending services - 7
- > Alzhiemers Society - 3
- > Carers Centre - 1
- > Care and Repair - 4
- > RNIB - 1
- > Mental health Charity- 1
- > Stroke Association - 1
- > PALS/ Medical Loan - 2

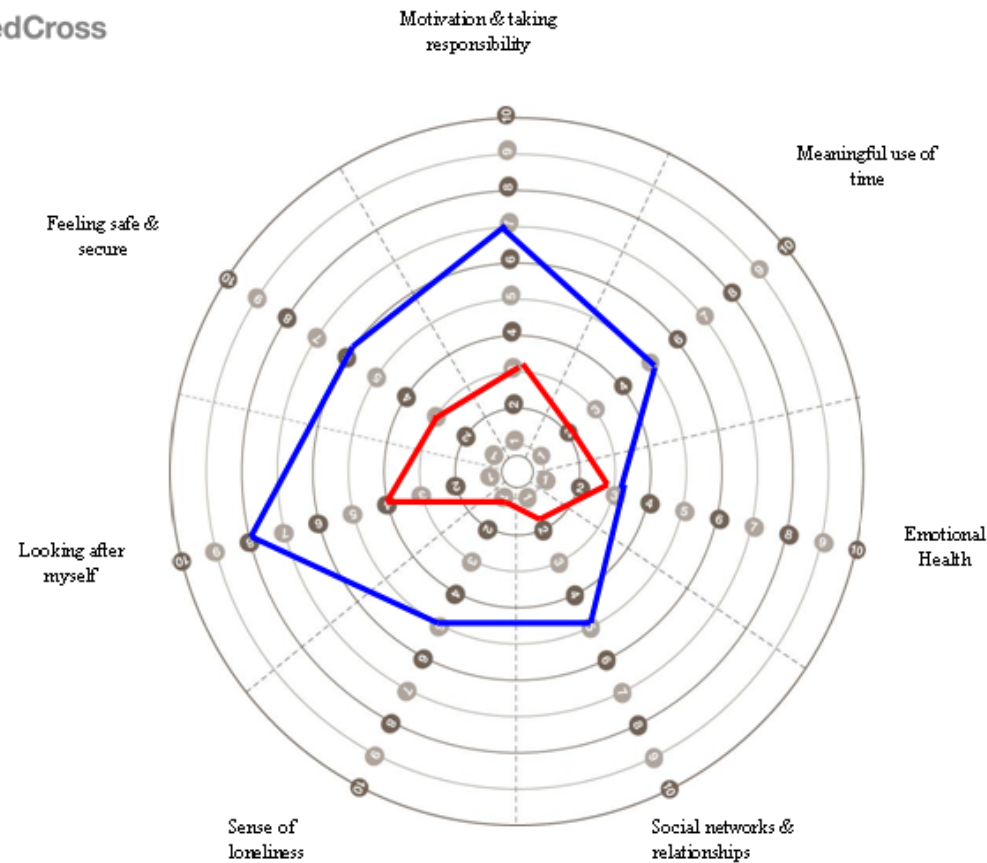
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# And the beneficiaries?



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Neath Port Talbot  
are developing a  
multi-disciplinary  
team who will  
handle requests for  
support; those not  
eligible for health and  
social care will be passed  
to a 'pod'



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If you want to know more...

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