

May 15th/006

## Team Leaders help pull it together



*Di Lyle is one of four volunteers who are 'Team Leaders' on set days each week. Any of the call handlers on each day can refer upward to their Team Leader for advice, and to help with handover between each 2hr shift to make sure requests that need investigating are passed on from one call handler to another. Di tells us something about her role:*

I love being a Team Leader for **PULLING TOGETHER LUDLOW**. I'm also a call handler – so for two days a week I team lead myself! The Team Leader role gives me, simultaneously, the opportunity to draw on my experience within various office administrative roles, to solve problems on the hoof, or to find out how they can be solved; and to be that outgoing 'people person' ... it's a supportive role and, like the call handlers who are at the coal face, we never quite know what queries we might have to deal with on any day, so all of us are kept very much on our toes.

Most of the calls are routine, if anything can be considered that, in these crazy times – but some can be inspirational! One of my team took a call from a lady in her 80s who keeps going by 'dressing-up' each morning as if she were going out, wearing a different outfit each day – which includes earrings! Another young mum called to tell us she had stopped to offer to help an elderly man she didn't know get his shopping home – and she's carried on doing his shopping regularly even though she didn't know him previously.

I volunteered for **PULLING TOGETHER LUDLOW** because it offered an immediate opportunity to do something proactive and positive and on-the-ground for people who live in and around Ludlow; many of whom had already been pole-axed by the floods which hit the town in February. I also volunteered because I love my town. It welcomed me when I moved here 10 years ago and being part of Pulling Together is a way of recognising that welcome and giving something back.

And that 'welcome' is part of what the call handlers on my team (indeed, on every team) offer. A friendly voice at the end the phone and, to quote Barrack Obama, a **"yes we can"** response. And if we can't offer an immediate **"yes we can"** that's where the Team Leaders step in. So I think we get as much out of taking the calls as do those who call us. I will certainly take more care how I dress each morning and there will be earrings, although perhaps not every day!



**Editor's note:** I'm pleased to see that Di is wearing her earrings in the picture she sent us. I wore a waistcoat and bow-tie for a Zoom meeting the other day – just to keep standards up!



## Assisted Waste Collections

If you have difficulty leaving your waste by the kerbside you can apply for an assisted collection. Please telephone the Shropshire Council Customer Service Centre for further details on **0345 678 9007**.

## Clinic in the car park!

Last Week Portcullis Surgery asked for help with their first routine vaccinations clinic since lockdown (*not, of course, Covid-19 vaccinations nor a testing station*). This was done by administering the vaccines in the car park to ensure maximum safety and social distancing! Pulling Together volunteers worked tirelessly throughout the day marshalling cars in and out of the car park, and keeping general car park users separate from those queuing for their allocated slot.

Gracie Pugh (pictured) is our youngest volunteer; still in her teens. As one of our team that morning she was in charge of letting the medical staff know which patients were arriving and in which cars – a vital task that ensured an organised flow of patients driving through in the correct sequence. Asked why she volunteered Gracie said ***"It's good to be able to help in these times, when everyone is worried. We all need to pull together. A couple of people were really stressed, so it is good that we were here to help"***.



Special thanks also go to Richard Duck and Ned Dunne who led the morning and afternoon teams at short notice. They were expertly supported by Ffion Cartwright, Gracie Pugh, Iona & Graham Aylen and Naomi Jones. Commenting on the all-day vaccination clinic Practice Manager Rachel Shields said ***"A sincere thank you to all those who volunteered as marshals for the clinic at Portcullis Surgery. Your efforts helped to make the day run smoothly and contributed to a very successful event."***

## Face masks



A big thank you to the sewing groups of Ludlow and Ashford Carbonel for their continued efforts in providing scrubs, wash bags, and masks. As the lockdown starts to ease the group is anticipating an increase in demand for masks. One of our volunteers is currently liaising with local care homes, GPs and Ludlow Hospital to assess demand and help the sewing teams plan their work accordingly.

Feedback received shows their efforts have been really appreciated by those they have supplied. In addition the group have also supplied **PULLING TOGETHER LUDLOW** with a quantity of masks for our volunteers this week; we love the Disney theme! If you are a Pulling Together volunteer in need of a face mask for your volunteering work please contact [admin@handstogetherludlow.org.uk](mailto:admin@handstogetherludlow.org.uk) and we'll arrange to supply you with one of our fantastic Mickey Mouse masks!

## Out & About

We expect that one of last week's obscure location pictures was easier than the other! One was the canon outside the castle entrance, but how many of you recognised the mural at Ludlow Homecare store? Below are two more locations for you to have a guess at (*answers next week*).



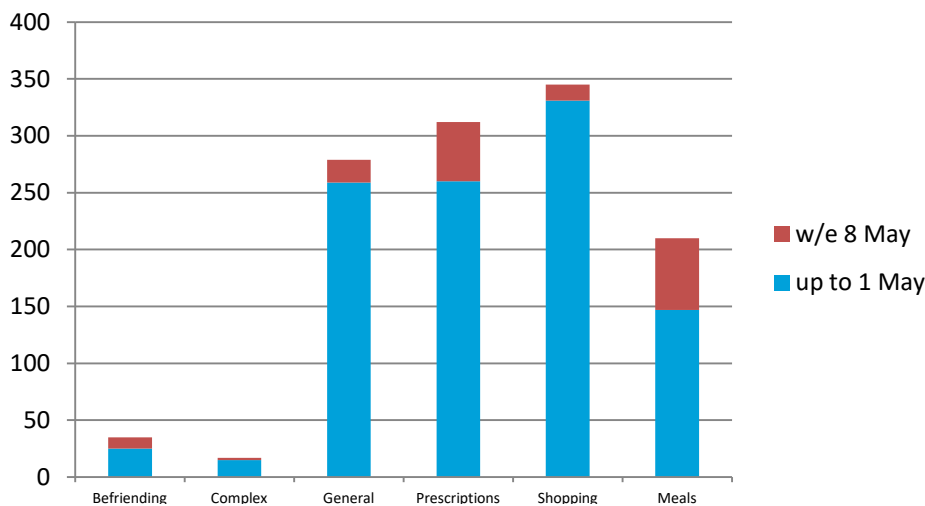
## Befriender training

The easing of lockdown at a national level means communities with a disproportionately high number of elderly people may struggle even more. Those who are shielding or self-isolating will continue to live with little or no social interaction, whilst watching life becoming a little more like normal for others. Against this backdrop **PULLING TOGETHER LUDLOW** have been busy training the volunteers who are leading our teams of befrienders.

The training was spread over several hours using video conference calls. This has highlighted how technology can be used to good effect, and it's been fantastic to see our volunteers embrace the flexibility that technology offers. Befriending Team Leaders are now cascading this training to their teams, including Safeguarding and GDPR (data protection) procedures. Thanks to Judith Sharod for her help in organising the training sessions, and to volunteers Bev Farnell, Fiona Pizzoni, Richard Harding, John Aitken and Derek Ball who form the oversight team, along with Judith Sharod and Peter Gray.

## Helpline activity report

Figures correct as of Friday 8<sup>th</sup> May



**Befriending:** providing social contact through telephone conversations.

**Complex:** helping vulnerable people with multiple needs.

**General:** general enquiries, thank you messages, and putting people in touch with other organisations.

**Prescriptions:** delivering prescriptions to self-isolating people.

**Shopping:** delivering food to people unable to get to the shops or without family/friends/neighbours to do it for them.

**Meals:** delivering healthy meals in place of community lunches and free school meals.

## 918 requests successfully resolved so far, 78 since last week

Figures correct as of Thursday 14<sup>th</sup> May

**PULLING TOGETHER LUDLOW** is a community network, set up specifically to support the Ludlow community through the Covid 19 emergency. It is made up of a coalition of organisations including **Hands Together LUDLOW**, the local GP practices, and community volunteer networks. Together we provide a comprehensive network of support for families and individuals.

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**PULLING TOGETHER LUDLOW:**

Email: [ludlowcovid19volunteers@gmail.com](mailto:ludlowcovid19volunteers@gmail.com)



Pulling Together Ludlow

Helpline number: **01584 817250**

Website: <https://pullingtogetherludloworguk.wordpress.com/>



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