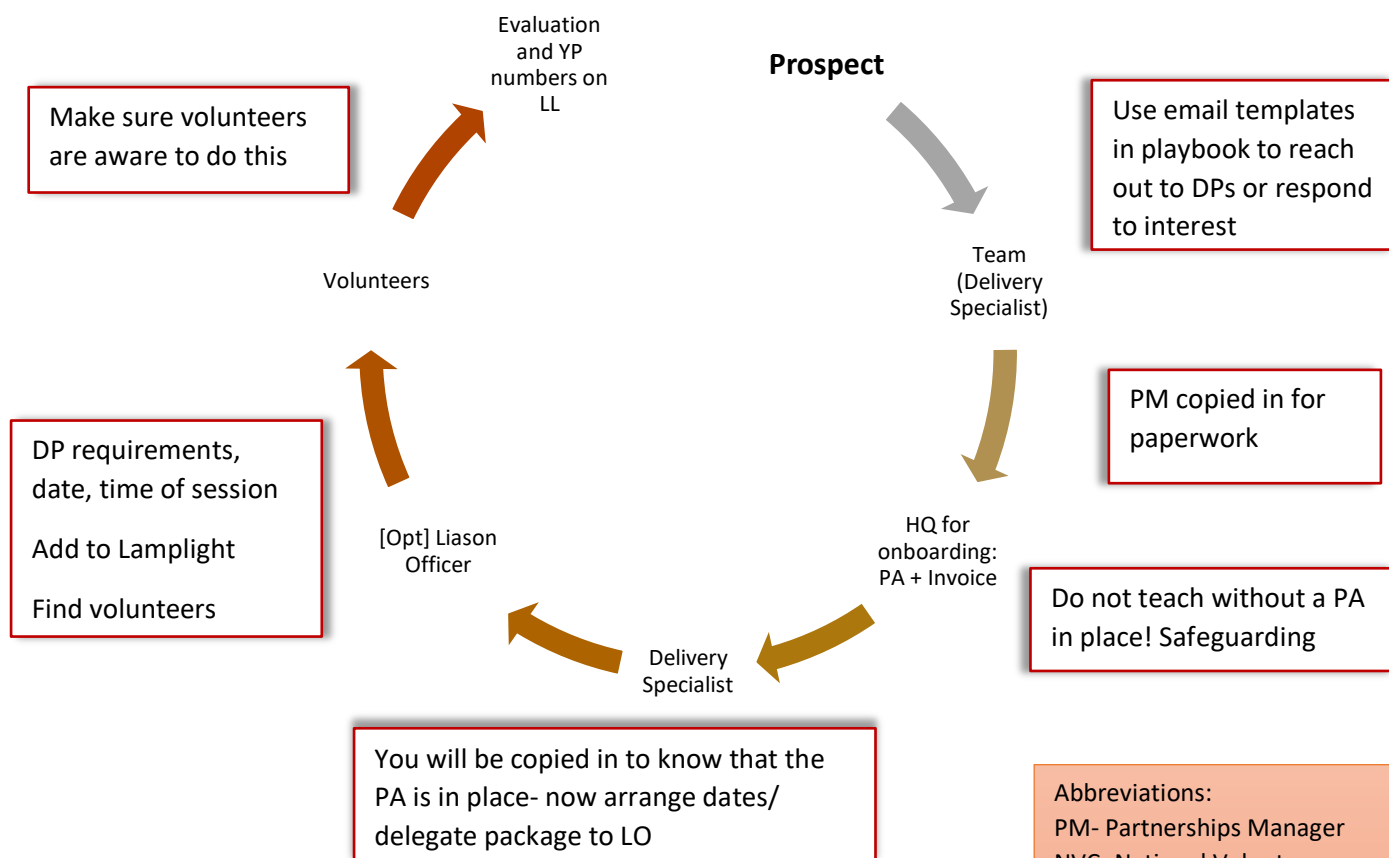


Delivery Guide for Specialists and Liaison Officers



Abbreviations:
 PM- Partnerships Manager
 NVC- National Volunteer Coordinator
 DP- Delivery Partner
 LO- Liaison Officer
 PA- Partnership Agreement

Talking to a prospect

- Use templates on Playbook- session info,
- Get in touch/ copy in PM or NVC if not sure or need advice.
- Don't negotiate pricing- if DP wants to negotiate pass them onto PM
- Email 1- reaching out to potential DP OR providing information to interested DP
- Email 2- copying in PM for paperwork and invoicing

PA signed and package handed over

Arranging dates and times

- Your team may have its own way of doing this
- E.g. Facebook poll of potential times, then agreement with DP
- Or agreeing time that is likely and well in advance, then putting it out to volunteers

Finding volunteers and signing up to sessions

- Who are your team? Are they all on placement? When is your exam season?
- Encourage volunteers to sign up directly on Lamplight if they want- all sessions should be on there. However this is not realistically going to work all the time. You might use excel sheets,

facebook polls, whatsapp groups, private messages. Although everything should ultimately migrate to Lamplight in real time.

- Your team should meet regularly, ideally at least once a term. This is a good opportunity to write out upcoming sessions and have people sign up there and then
- Coming up to a busy delivery period such as half term? Challenge your team- each volunteer should sign up to one session this week.

Managing a package

When a large number of sessions is commissioned with a commissioning partner such as a violence reduction unit, these will be delivered at a number of different places- each of which we would call the delivery partner. A liaison officer might take on one of these packages.

- Communicating about requirements- space, COVID measures, flipchart paper, AV equipment
- Getting accurate contact info and address from DP
- Asking how many YPs are expected
 - Ideal teaching ratio is **1:5**
- Arranging dates and times
- Finding volunteers
- **Adding the session to Lamplight** (or delegating this task)
 - Session should be added **latest** within 24 hours after the session
 - See 'Lamplight For Delivery'
- **Making sure reporting is done**
 - Suggest one volunteer adds YP number and eval forms to Lamplight and one volunteer writes debrief

Top Tip- don't be afraid to send holding emails if you can't get back to a partner right away or are in a busy period!

IN BRIEF

- Logistics: Address, contact, volunteers, kit
- Reporting: Lamplight, eval forms, YP numbers, debrief

- If you are managing a large package with a variety of frontline DPs, a spreadsheet might be useful, and vols could also sign up on it. This will **still need to be migrated to Lamplight**

Delivery Partner FAQs

Why do StreetDoctors sessions cost money?

StreetDoctors sessions cost money because we have invested in the quality, impact, and safety of our work to make sure that it is the best it can possibly be for young people, and that our volunteers are protected and safeguarded in all settings.

We charge for sessions to cover the costs of:

- Developing the content and ensuring it is effective
- Training volunteers to deliver the sessions and providing the equipment to run them
- Working with partners to reach young people who need us (materials, communications, partnerships management)
- Supporting volunteers so they are safe and looked after at all times
- Researching and developing new initiatives to empower young people (e.g. scenario sessions, online campaigns)
- Maintaining quality standards with safeguarding, trauma, child protection, and legal protection.

We operate a sliding scale of charging which means we can also use income from full-price sessions to work with smaller partners at lowered costs. As a Not For Profit charity, all the money we earn goes back directly into StreetDoctors' mission: keeping young people safe from violence.

We share the costs of running the sessions with delivery partners, which assures that the young people will never have to pay for them. These partners often get money from central government or funders to achieve outcomes with young people, which they pass on to us as we are delivering the impact. This money then goes into helping StreetDoctors grow and reach more young people.

How do we promise that it's safe?

All volunteers are strictly DBS-certified in England and registered with Disclosure Scotland in Scotland with references collected from their educational institution or employer by our Training and Delivery officer, who also maintains a database of up-to date information about all volunteers. As part of the annual training cycle volunteers are all trained in safeguarding by a third-party expert with repeat training mandatory for all volunteers who are running sessions.

How do we make sure everyone is protected?

We assume limited liability through our insurance coverage, maintain financial standards and practices, ensure safeguarding procedures are shared and followed, and adhere to charity regulator frameworks to ensure we can continue to operate in a safe and legal way when working with vulnerable adults and children. Our structure protects volunteers, staff, and young people by ensuring we are operating within the law and maintaining our duty of care.