Actions to think about when approaching and managing capacity

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|  | **What?** | **When?** | **Who?** |
|  | **Communication** |  |  |
| 1. | Be upfront and honest from the start about number of spaces available and status; let them know the window is closing. | Throughout | Co-ordinator |
| 2. | Review how long it’s taking on average for a referral to a match so you can give up to date information. | Throughout | Co-ordinator |
| 3. | Alert social workers and other stakeholders to situation | 3 months prior to reaching max caseload | Co-ordinator |
| 4.  | Continue to attend meetings with stakeholders (e.g. referrers) but stop actively promoting service to referrers. | Leading up to capacity | Everyone - All agencies |
| 5. | Carefully manage any referrals taken when approaching capacity if they cannot receive an ‘intandem’ service, i.e. they are passed to another service within or outwith your organisation. | Leading up to capacity | Co-ordinator/Organisation |
|  | **Practicalities** |  |  |
| 6. | Create enquiries list (not waiting list) for CYP with name & number of referrer only and agreement to contact if situation changes. (manage expectations - don’t take age/situation as this can change). | 3 months prior | Co-ordinator |
| 7. | Create enquiries list for potential mentors, no promises made, contact when situation changes  | As and when if they contact you | Co-ordinator |
| 8. | Establish what other services potential mentors can be signposted to within your organisation and out with your organisation and provide this information to referrers. | 2 months prior | Co-ordinator |
| 9. | Hold joint events – pre-matching; during matches and post matching  |  | Each local intandem |
| 10. | Consider sharing capacity across neighbouring areas where possible – for mentors and for CYP/matches. | As and when | Intandem charities |
| 11. | Involve mentors in other roles and opportunities (internal and external) to keep them engaged. Develop service to involve CYP in service/training where possible. | As and when | Co-ordinators |
| 12. | Check volunteer commitment moving forward – for new or additional mentees; for availability; | All the time | Co-ordinators |
| 13. | Consider if mentors can be trained along side other services and then allocated to service with spaces  |  |  |
| 14. | Consider possibility of peer mentoring, family and wellbeing projects; new roles of CYP and mentors | Funding permitting |  |
| 15. | Screening group to help prioritise referrals | When space becomes available | Co-ordinators and local council |
|  | **Endings** |  |  |
| 16. | Conduct regular reviews to establish if CYP are signalling they are ready to end the relationship | Continually (is every 3months too infrequent?) | Co-ordinator |
| 17. | Consider if CYP are signalling they might be ready to move on, use Viewpoint goal setting and progress to review what has been achieved. | As and when | Co-ordinator |
| 18. | Establish what other supports might be needed for mentee if match ending | On going | Co-ordinator |
| 19. | Ensure strategy and planning around endings is in place, appropriate and that endings are celebrated.  | As and when | Co-ordinator |
|  | **Funding** |  |  |
| 20. | Explore partnership work with other agencies  | Leading up to capacity | Co-ordinator and social work |
| 21. | Explore additional funding for extra worker | At least 3 months prior to capacity | intandem national |