

How we work

Brentwood Mutual Aid supports isolated, elderly and vulnerable residents in our community needing assistance with basic tasks such as shopping, free food parcels, medication collections, errands such as letter posting and also befriending either by telephone and now the restrictions allow, face to face. We also fully staff the Brentwood vaccine site with volunteers, support surge testing initiatives and various emergency food drives when required. We provide a signposting service, helping residents get the support they need from other agencies and the statutory services.

We are divided into neighbourhood areas and we deal with all requests on WhatsApp as we find this the most efficient way of getting residents support as soon as possible as well as offering complete flexibility to our volunteers. We have a dedicated WhatsApp group for each ward area. Residents call into our phone line, we take their request and then post the requests in our dedicated WhatsApp groups. Whether you can help with one task a year or one task a day we welcome you to join these groups so that we can connect you with residents in need. By joining our WhatsApp groups you will see the requests coming in and you only need to put your hand up as and when you can help, there is no pressure at all.

 BRENTWOOD MUTUAL AID

REQUESTS BY TELEPHONE



01 RESIDENT CALLS BMA PHONE LINE

02 CALL HANDLER TAKES REQUEST

03 CALL HANDLER POSTS REQUEST IN WARD WHATSAPP GROUP

04 A MEMBER VOLUNTEERS TO TAKE THIS TASK & CALL HANDLER PRIVATE MESSAGES VOLUNTEER WITH CONTACT DETAILS OF THE RESIDENT

05 VOLUNTEER CALLS RESIDENT TO MAKE ARRANGEMENTS AND ALWAYS CONFIRMS FULL NAME, MODE OF TRANSPORT, VEHICLE REG IF DRIVER & CONFIRMS THAT NO MONEY WILL BE TAKEN UP FRONT

06 VOLUNTEER COMPLETES TASK AS ARRANGED WITH RESIDENT, ALWAYS FOLLOWING DELIVERY & PAYMENT GUIDELINES

07 VOLUNTEER POSTS IN WHATSAPP GROUP THAT TASK IS COMPLETE
