

Healthwatch B&NES Community Pot Final project report 2019-20

If you have any questions about this report, please contact Vanessa Scott,
Portfolio Manager Healthwatch B&NES
T: 07754780487 or E: vanessascott@thecareforum.org.uk

The deadline for report submissions is 12.00 (midday) on Friday 29 January 2021

NOTE: The text boxes will expand as you type.

SECTION A: YOUR ORGANISATION

1. Name of Organisation	BANES 3rd Sector Group
2. Full Address of Organisation (for correspondence)	The Community Wellbeing Hub, No.7, Roman Way, Bath Business Park, Peasedown, BA2 8SG

3. Contact details

Main Contact for reporting	
Name	Miles Lloyd
Position	Coordinator
Telephone	07957320483
Mobile	07957320483
Email	miles@3sg.org.uk

SECTION B: THE PROJECT

4. Focus of project

- Please state clearly what issue(s) your project looked at.
- Were these the issues that you had planned to focus on?
- If not, please explain what the project focused on and how and why the focus changed.

- One of the key issues was ensuring that individuals across B&NES, who were having to shield or self-isolate, were still able to get food and medication during COVID-19. One of the major issues with this was coordinating and providing sufficient training to a pool of over 2,000 volunteers that signed up in March to be able to support in collecting food & medication.
- Providing useful volunteer resources on where they can find local services for support as well as keeping volunteers informed as the pandemic changes.
- Another key issue was reaching those digitally excluded individuals across the community who were at particular risk of loneliness and isolation due to lack of access to the internet. This was not one of the original focuses of the project, however as the pandemic continued it was apparent that this was a critical issue that needed to be addressed by collaborating with other local organisations. The project therefore focused on producing and distributing monthly Wellbeing Activity Packs that then get delivered to over 600 individuals across B&NES, utilising local volunteers. As part of the project we also

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made these available online by visiting: [Wellbeing Packs | Compassionate Community, Bath & NE Somerset](#). Anyone is able to request a pack on the site.

5. What did you do?

- Using your Memorandum of Understanding for reference, please tell us what progress was made against each of the activities that were due to be delivered through this project - including numerical data for outputs where agreed.
- Please include details of any factors that contributed to or impeded the achievement of the agreed outputs.
- If the agreed outputs were not achieved, please explain the reasons why and any actions that were taken to try to address this.

NB - Please include any photos, video links, examples of surveys, media and communications used etc to illustrate what you did in the box below or attach them as an appendix.

Providing food & medication to individuals having to shield or self-isolate

- A new [Compassionate Community website](#) to be built which provides an essential hub for individuals and organisations to be able to find out more about what's going on in their local community. We also put together a [find help](#) page as part of this.
- I've included (Appendix A.1) the latest figures on the Compassionate Community Emergency Volunteer Response

Coordinating & training volunteers

- To help coordinate over 2,000 volunteers and keep them informed, we've provided a dedicated [section on the website](#) which also brings a [spotlight](#) on some of the amazing volunteer stories that have emerged from covid.
- I've been able to deliver a series of virtual Community Connector training to 100 individuals, alongside Josh (Volunteer Coordinator University of Bath). The 4 pilot Connector Sessions we ran over zoom saw 57 attendees and since then we revised the content based on the feedback from the sessions. Since the end of October we've carried out 5 of the revised training sessions with 43 attendees. We now have a [Connector training page](#) on the CC website where anyone can sign up.
- We've developed virtual training for the core volunteers helping out with the CC Emergency Volunteer Response.

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Reaching Digitally Excluded Individuals - Wellbeing Activity Packs

- This initiative was launched back in March and involves 5 local charities and 2 other organisations all coming together to provide monthly activity packs for individuals that have limited or no access to the internet. To date we've produced 9 packs and delivered well over 3,500 packs to individuals. The 3SG Coordinator role, partly funded by the Community Pot Fund, has been central to designing and distributing the packs. Pack 9 which was collated by the 3SG Coordinator can be [viewed here](#).
- Bi-weekly wellbeing pack steering group meetings continue to take place
- The 3SG Coordinator designed a feedback form (See Appendix) to get 47 feedback forms filled out by individuals receiving the packs. - 49 Feedback Forms Received
- Once feedback gathered a full report was collated and sent to all the other partnering organisations. We can provide this report if required.

6. What did you find out?

- Please outline the key findings from your project, considering:
 - key themes from the feedback that you received
 - themes related to any particular health and social care services that participants said that they used
 - what participants said worked well (with regards to health and social care)
 - where participants felt things could be improved (with regards to health and social care)
 - any conclusions or recommendations that your organisation would like to make based upon the feedback that you have received (please try to make these SMART - if you would like to discuss these further please do not hesitate to get in touch with us)

NB - Please include any relevant survey data, tables/ graphs, case studies etc to illustrate what you learnt in the box below or attach them as an appendix.

Emergency Volunteer Response

- Volunteers feedback was often that it was really beneficial to be able to signpost to the [Community Wellbeing Hub](#) that was able to offer further professional support in a range of areas. Whilst volunteers were only delivering food and medication to individuals, this would often bring to light more complex issues which volunteers were able to easily pass onto us due to the joint up approach with the hub.

Community Connector Training

- The majority of feedback was really positive and showed that people really enjoyed the 55 minute sessions (see Appendix A.3 for feedback charts).
- They also enjoyed getting to know like-minded people, however felt the connections were limited due to it being virtual rather than in person.
- Individuals found learning about the local support services particularly beneficial as their prior knowledge was often very limited.

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- Another key takeaway for individuals was getting an introduction on active listening skills & the distinction between empathy and sympathy.
- One of the areas which participants would like improved is how to easily connect themselves and others up with local groups in their area such as street groups, support groups, mutual aid groups etc.

Wellbeing Activity Packs:

- - Not all questions were always answered on the feedback form, often anecdotal feedback was more accurate
- Individuals often responded saying they benefited from the packs giving them something to do, but also from the fact that it shows someone cares about them.
- One of the key themes was the positive impact it had having the same volunteer deliver it to their door, as their interaction with others was often very limited.
- - Volunteers assisted with filling out feedback form if required.
- - When asked 'What didn't you like about the packs?' only 6 responded with improvements out of 49 feedback forms.
- Another common theme from individuals was that they benefited from having key contact details of local services which are outlined on the back of every pack. This is definitely a recommendation we'd make to any organisation that reaches out to isolated individuals.

7. Demographic information

- Using your Memorandum of Understanding for reference, please report who you engaged with through this project, including any agreed questions such as:
 - postcode
 - age range
 - disability
 - carer etc
- Did you identify any differences or themes in the experiences of different demographic or protected characteristics groups (i.e. that might suggest barriers to and/or potential inequalities in access to health and social care services)

Emergency Volunteer Response

- **Volunteers:** Over 2,500 sign-ups in April and the postcode frequency for Emergency Volunteer Response can be seen below in Appendix A.4.
- **Service Users:**

Oldest Service User 98 Years Old
Youngest Service User 18
Average age of Service User 65

Wellbeing Packs - We know that 61 packs currently go out to carers. We don't have any comprehensive data on the individuals receiving the packs as most individuals are referred to us by other services and very few

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details are provided for GDPR reasons. We do know how many individuals have been referred by each service to receive a wellbeing pack:

- 206 - Age UK
- 50 - West of England Rural Network
- 81 - Avon and Wiltshire Mental Health Partnership
- 61 - Carers Centre
- 47 - Bath Mind
- 6 - Chew Valley & Keynsham Befrienders
- 27 - Creativity Works
- 24 - St Mungo's
- 14 - Timebank Plus
- 8 - Virgin care Mental Health Team
- 76 - Hanover Housing
- 13 - Julian House
- 20 - Rackfield House
- 15 - Genesis Trust

- 47 - Other e.g. individuals, organisations etc

Community Connector Training

- Currently we don't collect any personal information except contact details so we're unable to provide demographic data.

8. Outcomes - please tell us how this project has impacted those people who took part?

***NB** - If you have any testimonials or quotes that you would like to share to demonstrate the outcomes that your project achieved, please include them in the box below or attach them as an appendix.*

Emergency Volunteer Response - Been able to provide vulnerable individuals with food and medication throughout a global pandemic, as well as use this opportunity to build connections in the community. It's been mutually beneficial for both volunteers and service users.

Volunteers: We've put together volunteer spotlights, [available to view here](#), which demonstrate the positive benefits this project has had on their wellbeing.

Service Users: We received an incredibly emotive thank you letter from one of our service users who had benefited from volunteers delivering food and medication. Please see Appendix A.5 below.

Connector Training

Inspired people to get involved and look out for others in their community.

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"Leaders were compassionate, listened well and informed clearly. Answered questions appropriately"

"Very informative, engaging and I came away definitely feeling part of the compassionate connector community! Thank you"

"Miles, is just the person to deliver this course, a peoples person . Encouraging but not excessively so . The course is pitched at the right level, with a light hearted approach to a subject with serious content . Miles is an excellent Ambassador for " Compassionate Community " Thank you ."

Wellbeing Packs

The wellbeing packs have been really positively impacted by the individuals who receive the packs as it's connected them with the wider community and kept their minds and bodies active through activities in the packs. It's also really benefited all the organisations who work collaboratively on the packs, as the bi-weekly meetings are a great chance for shared learning across the third sector.

Here's some quotes from the feedback forms:

- *"It gives me something to focus on""It gives me something to focus on"*
- *"They have been therapeutic and fun"*
- *"Takes your mind off your troubles"*
- *"I felt cared for and it made me happy to realise that quite simple things can be beneficial"*

9. Considerations

Did you have to take any steps when designing and conducting the project to ensure the safety and wellbeing of your participants? If yes, please explain what these steps were and how you overcame them. Example areas include: Data Protection, Ethical considerations, safeguarding etc.

Emergency Volunteer Response

- There have been safeguarding issues on multiple occasions when volunteers have been delivering food or medication to individuals. We've overcome these by bringing these cases to the multi-disciplinary team meetings at the Community Wellbeing Hub and getting professional opinions gathered and a coordinated care intervention when required.
- We've also had issues arising such as volunteers being asked to carry too much shopping which could potentially put volunteers at risk from injuring themselves. To overcome this risk we put a cap of £30 on all shopping that volunteers can do for an individual.
- A final risk was having service users pass money over to volunteers which could pose infection transmission risks as well as potential risk of fraudulent behaviour. To prevent this we've introduced a secure payment system where all monetary transactions for shopping go through us and we reimburse the volunteers and collect money from the service user.

Wellbeing Packs

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- When coordinating the wellbeing pack project it was essential to ensure the safety and protection of the wellbeing pack service users. This included protecting their data and as we require over 20 volunteers to help distribute packs to the service users, we needed to come up with a secure system to send across the delivery addresses to the volunteers in a secure way.
- We overcame this barrier by using a password protected spreadsheet with unique ID's for service users which were non-identifiable instead of using the individuals name.

10. Next steps...

What action do you think needs to be taken now to share the feedback/ conclusions/ recommendations from your project and help to improve people's experiences of health and social care services in B&NES?

Please refer to your Memorandum of Understanding for any actions that had been agreed between your organisation and Healthwatch B&NES.

Please let us know if your organisation is planning to carry out further work in this area.

Please let us know if there is anything further that could be done in partnership with Healthwatch B&NES. We are very happy to work with you to escalate feedback, best practice and concerns where required. If it would be useful to talk about this in more detail please do get in touch

E: vanessascott@thecareforum.org.uk or T: 07754780487

I think there's a lot of lessons that can be learned from these projects carried out during the ongoing pandemic, particularly around the power of volunteers in supporting the community. Furthermore, one of the biggest lessons to hopefully continue has been the coming together of organisations in the private, public and third sector to work collaboratively in problem solving and supporting the community. One of the biggest actions that needs to be taken is some time to reflect and analyse the projects carried out in a more thorough way in order to gain a better insight and perspective on the positives and negative outcomes.

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11. Working with Healthwatch B&NES

This is the second time that we have run a small grant scheme for VCSE organisations. We very much hope to be able to continue this funding stream and build relationships with partners across B&NES. We would therefore be very grateful for your thoughts on which elements of this process have worked well and if there was anything that you think we could improve on or do differently next time.

The small grants scheme has been an incredible support for us, particularly at a time when we needed extra funding to support the response to covid-19. The process has been very simple and we've had good communication from Healthwatch B&NES so very pleased with it and can't think of any real improvements that could be made at this time.

SECTION C: WHAT NEXT?

Please ensure that you have completed **all** sections of this report. Once complete, please submit this report electronically along with any accompanying documents) to Vanessa Scott
E: vanessascott@thecareforum.org.uk

The deadline for report submissions is 4pm (midday) on Friday 29 January 2021

We aim to hold an event for all grant recipients to discuss the findings of their projects with one another and the Healthwatch B&NES Executive Board. Details of this event will be shared in due course.

NB - The financial report is a separate document. This also needs to be submitted by 12.00 (midday) on Friday 29 January 2021.

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Appendix A

A.1 - Latest Emergency Volunteer Response Report (November 2020)



A.2 - Wellbeing Packs Feedback Form

Wellbeing Packs Feedback

Please answer the questions below & hand back to a volunteer when they drop off the next pack or ask them to help you fill out this form.

1. How have you used the pack(s)?

2. What aspects did you most like about the pack(s)?

3. What didn't you like?

4. How has receiving the pack(s) benefited you?

5. What would you like to receive in future packs?

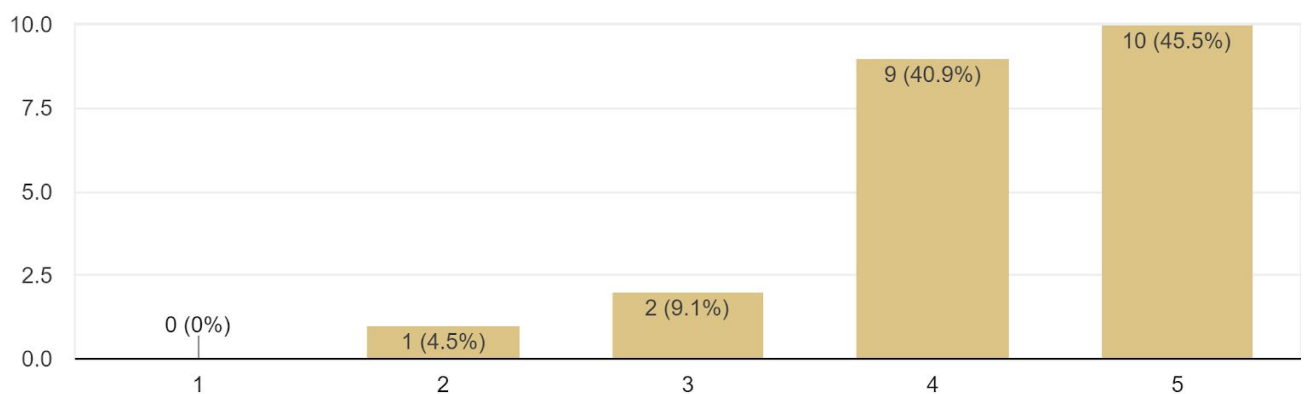
6. Any further comments....

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A.3 Connector Training Feedback

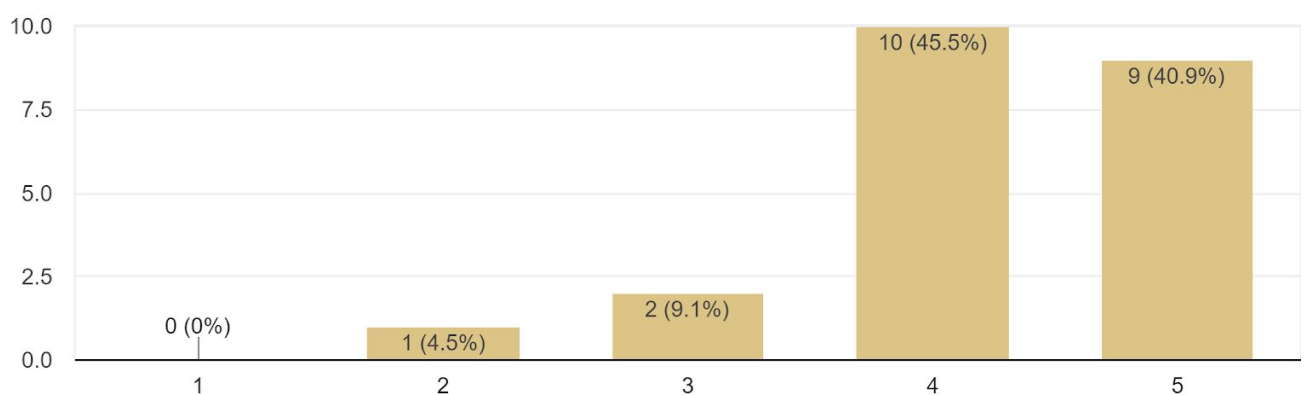
How satisfied were you with the event / training?

22 responses



How satisfied were you with the session content?

22 responses



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A.4 - Postcode Frequency of Volunteer Sign-Ups for the Emergency Volunteer Response

Postcode Frequency of Volunteers
BA1: 1021
Ba2: 1177
BA3: 131
BS30: 8
BS31: 63
BS39: 130
BS40: 51
Others: 51

A.5 - Letter from Service User

Letter: To all the extra-ordinary people that have helped me,

I don't know how I will ever be able to thank you all for the thing that you've done with your amazing network. My name is Chris Morton, I'm 70yrs old and I have COPD, which means I've been shielded for the last 18 weeks. I've never needed help with anything substantial in my life and then Covid 19 entered our world. I'm single and in many way's that made the shutdown easier for me than most as I was used to living alone. But nothing had prepared me for this and suddenly I felt helpless and afraid and then I discovered your extraordinary network of support and I felt alright again, and I knew I could survive...thanks to you.

I don't know if you will ever fully appreciate what you have done for me and so many others like me. "Thank you" just doesn't cover it. You have been the light in my darkness and you are all shining examples of the sort of people I want to share my world with.

I have a special thank you to say to the wonderful young woman who has rung me twice a week to ask me for my shopping needs...and then delivered them. More than that, she has then lingered and chatted with me and that has been worth it's weight in gold too. Those chat's became almost as important as the food she was delivering and always with a smile.

I don't know how I can ever repay you but if there is ever anything I can do for you [I'm a photographer for instance and I was once trained as a counsellor], please let me know. Hopefully, in the not too distant future, I'll be out and about again and a functioning member of society and maybe the best way of thanking you would be to return the gift of humanity that you have so amply shared with me.

Yours very sincerely, Chris (Emergency Volunteer Response Service User)