ANNUAL IMPACT REPORT

2023 - 2024

BURNLEY PENDLE & ROSSENDALE
COUNCIL FOR VOLUNTARY SERVICE

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FOREWORD

Our latest annual impact report for year ending 31st March 2024 is once again packed with information and evidence of the outstanding performance of BPRCVS staff and volunteers.

Our success is a testament to our amazing Team… a huge thank you to each and every one of them.

This report gives a snapshot of the work we have done during another challenging year. It provides some great examples of the impact of the support we offer to individuals and groups by our internal projects and those delivered by the many groups and organisations we have contact with.

Requests for and referrals into all of our services continue to increase. Support from us for the VCF (voluntary, community and faith) groups is varied and includes enabling access to grants from the funding streams we are trusted to administer, guidance on setting up groups including governance (which includes a wide range of policies and procedures) and very often, a listening and reassuring ear.

We attended hundreds of strategic meetings on behalf of our member (and non member) groups this year. Attending these meetings we have the aim of raising the profile of the value and crucially the importance of our amazing voluntary, community and faith sector.

Volunteering – in all its guises - besides being a welcome and valuable source of support to so many people is also a fantastic way to learn new skills, meet new people and make new friendships. We have been successful in external re-accreditation for our volunteer centre through the National Association for Voluntary Community Action (NAVCA). This involved providing a great deal of evidence to confirm our approach and delivery met the exacting standards required.

Towards the end of the financial year 2023 we were successful in our National Lottery Community Fund bid to develop our volunteering offer further. We now have dedicated staff working in our Volunteer Hub which is fast becoming the 'go-to' for all things volunteering. The Hub offers support to individual volunteers and groups who are volunteer-led.

Working with many partners opens up new opportunities for BPRCVS and all the VCF groups and organisations we represent. We are instrumental in driving the Lancashire Local project as part of Lancashire Association of CVS (LACVS). Continuing to build on the Lancashire VCF manifesto. This includes work on a new Volunteering 4 Health project which will build on the work our Volunteering for Wellbeing and Community Hub delivers and will be rolled out across Lancashire.

In November 2022, as Chief Officer, I was nominated to, and accepted a place on the board of NAVCA. This enables BPRCVS to contribute to the work NAVCA does supporting infrastructure across the country. It also ensure the voice of the sector from East Lancashire is heard and contributes to influencing policy and funding decisions taken nationally.

In order to have a successful Social Prescribing programme it is crucial to have that thriving VCF sector who are able to accept referrals. In East Lancashire we have been so fortunate in having the support of our Integrated Care Board (ICB) - previously Clinical Commissioning Group - to facilitate a small grants programme for our smaller VCF groups we hope this vital support will continue into the future.

Enjoy reading and please do let us have your thoughts and comments.

Christine Blythe

Chief Executive Officer

FROM ROOTS TO FRUITS: THE TREE OF VCFSE LIFE

BPRCVS supports individuals and families in the local communities of Burnley, Pendle and Rossendale. We do this through a wide range of services and by working on projects with partners in the VCFSE sector. Many of our projects and services are funded, but we also fund some ourselves to allow us to support as many members of our communities as possible.

Our projects and services bear fruit only because of the partners we work with, our excellent staff and trustees and their compassionate, dedicated and enthusiastic support, and the vital funders who enable us to deliver important services for the communities of Burnley, Pendle and Rossendale.

Volunteers and volunteer-led groups are a hugely vital resource and of significant importance to BPRCVS as they are the shining light in our local communities. It is absolutely crucial that these groups get the support they need to succeed and that's what we're here to do. Whether supporting a group to develop and grow, providing access to new volunteers, or by referring and signposting new clients and beneficiaries, we're always here to support local VCFSE groups.

After all...

Helping people to help others

is our reason for being.

MISSION & VISION

The BPRCVS Mission

To provide high quality services that promote and support effective and sustainable voluntary and community action in Burnley, Pendle and Rossendale and the surrounding areas.

These are the principles which we strongly adhere to. We conduct all operations and services within the parameters outlined in our strategic vision and mission statement.

We strongly believe that pursuing the mission will result in BPRCVS achieving the vision of a vibrant voluntary, community and faith sector that is active and integral in the Burnley, Pendle and Rossendale regions and surrounding areas.

The BPRCVS Vision

A vibrant voluntary, community and faith sector that meets the diverse needs and aspirations of people in Burnley, Pendle and Rossendale and the surrounding areas.

STAFF VALUES

We asked our dedicated staff to come up with 3 values which they believed represented BPRCVS.
Out of a large list of values, the following 5 values were the most common:

Professional
Reliable
Inclusive
Diverse
Empowering

These 5 values create a 6th organisational value:

P R I D E

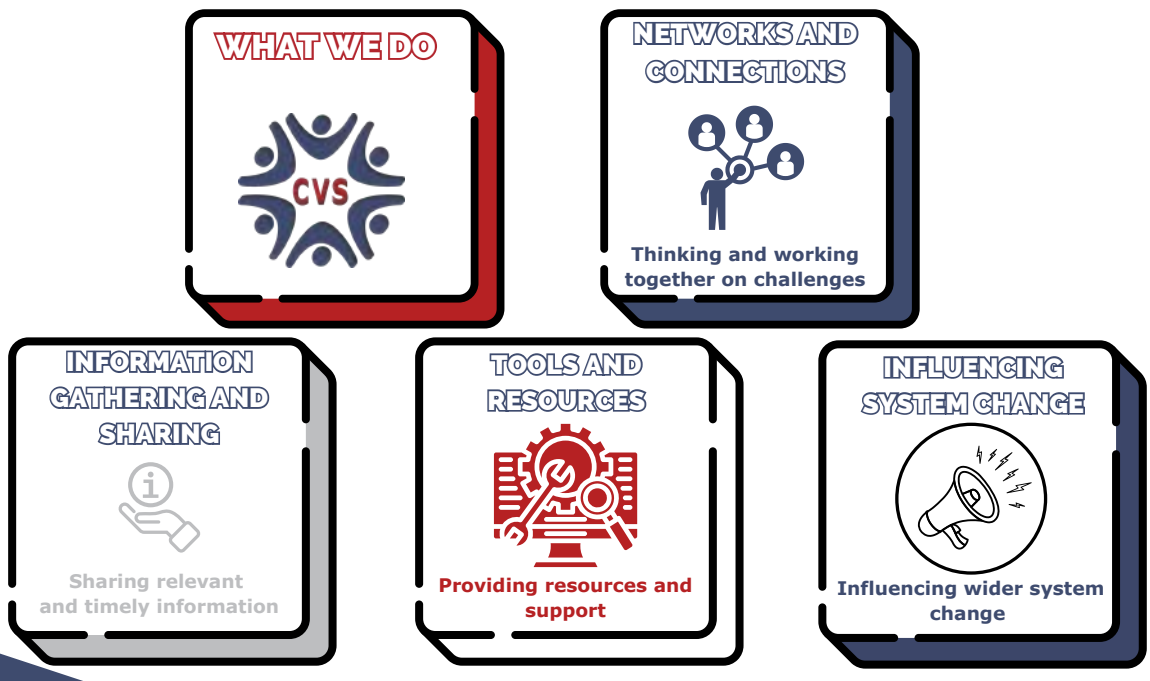
Pride in our work

Pride in our communities

Pride in

Helping people to help others

PRINCIPLES OF INFRASTRUCTURE



HIGHLIGHTS

HIGHLIGHTS

The BPRCVS Annual Impact Report provides a comprehensive breakdown of our performance and outcomes across all projects and services delivered through the period of 1st April 2023 to 31st March 2024. Below you'll find summary highlights of this year's performance which demonstrate the valuable impact BPRCVS has upon local communities.

1,280
VCFSE groups supported by BPRCVS' projects and services.

7,317
Hours spent supporting groups by BPRCVS' projects and services.

304+
days of support delivered by BPRCVS' projects and services.

8250
Beneficiaries supported by BPRCVS' projects and services.

£338,416.04
Funding and grants administered by BPRCVS awarded to VCFSE groups in Burnley, Pendle and Rossendale.

6785
Hours spent supporting beneficiaries by BPRCVS' projects and services.

690+
days supporting beneficiaries.

915
Visitors to both The CVS Centre and Gannow Community Centre.

638
Networks and events attended by all staff (inc. events hosted and attended)

62
Volunteers supported BPRCVS projects and services.

12,496+
Hours spent by these volunteers through the year.

520+
days spent volunteering by all volunteers across our projects and services.

£130,208.32
Contributed to the local economies of Burnley, Pendle and Rossendale.

A YEAR IN VIEW

APRIL 2023

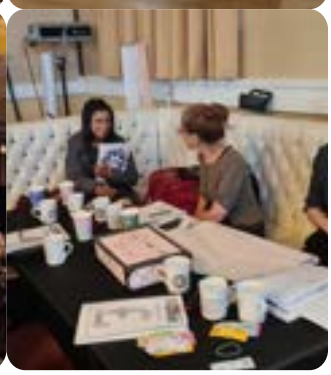
MAY 2023

JUNE 2023

JULY 2023

A YEAR IN VIEW

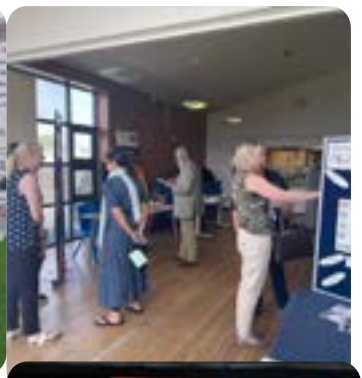
AUGUST 2023



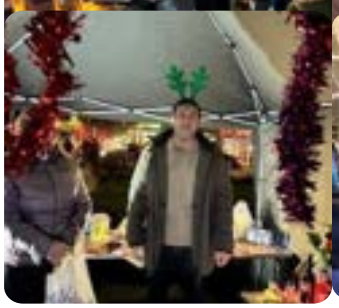
SEPTEMBER 2023

NOVEMBER 2023

OCTOBER 2023



DECEMBER 2023

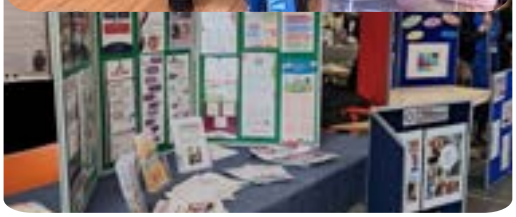


A YEAR IN VIEW

JANUARY 2024

FEBRUARY 2024

MARCH 2024



NETWORKS & EVENTS

Burnley Linked

People of Pendle

Working Together

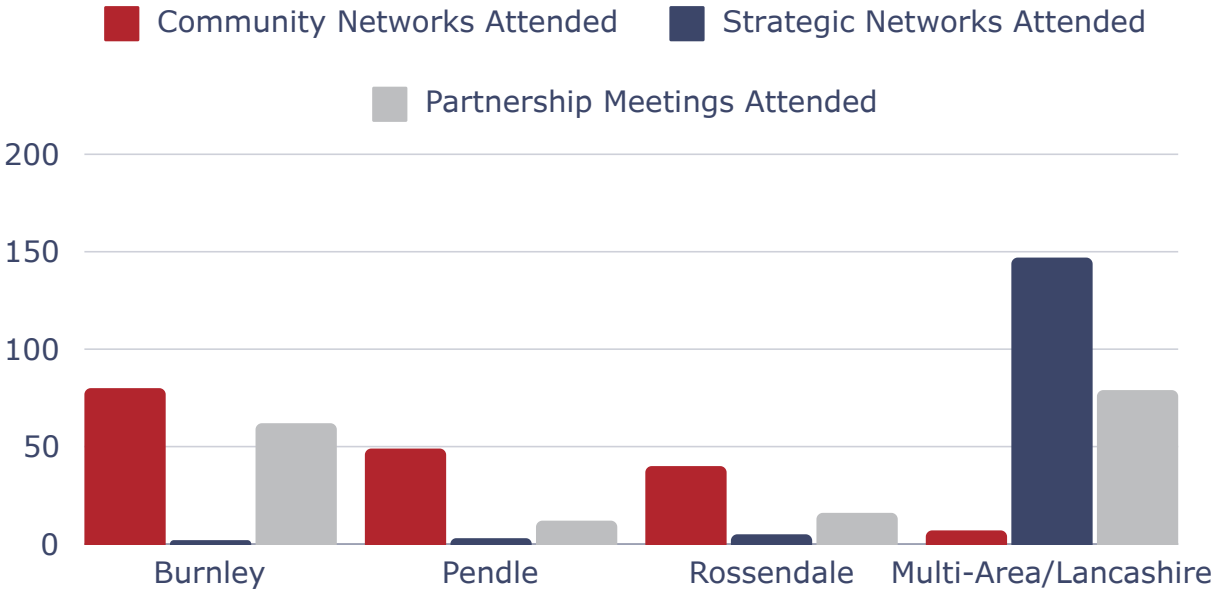
Rossendale Connected

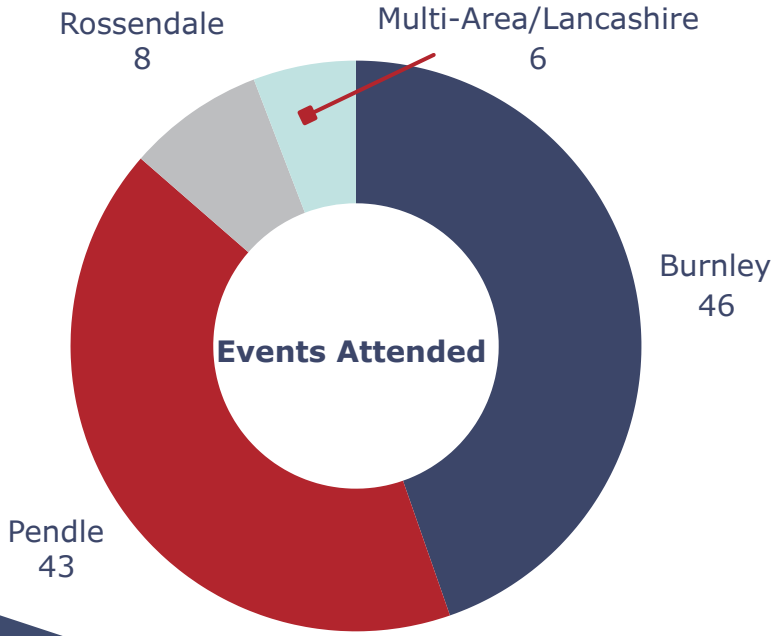
NETWORKS & EVENTS

Burnley, Pendle & Rossendale CVS operates as an infrastructure organisation supporting and developing local community, voluntary and faith groups. It is critical BPRCVS' Chief Executive Officer, Senior Team, and the workforce as a whole regularly attend and participate in strategic partnerships, localised community networks, forums and events covering a wide variety of topics.

This participation mechanism enables BPRCVS, alongside LACVS and other partners, to strategically develop a response to the impact of the cost-of-living crisis, the status of the sector, and help to influence a rapidly changing landscape.

This approach allows us to connect with grassroots organisations and build strong national and county-wide partnerships that help to influence decision-makers and help to shape the VCFSE sector.





176
Community networks attended.

157
Strategic networks attended.

169
Partnership meetings attended.

103
Events attended by BPRCVS staff.

2
Events hosted by BPRCVS.

NETWORKS & EVENTS

GROUP SUPPORT

GROUP SUPPORT

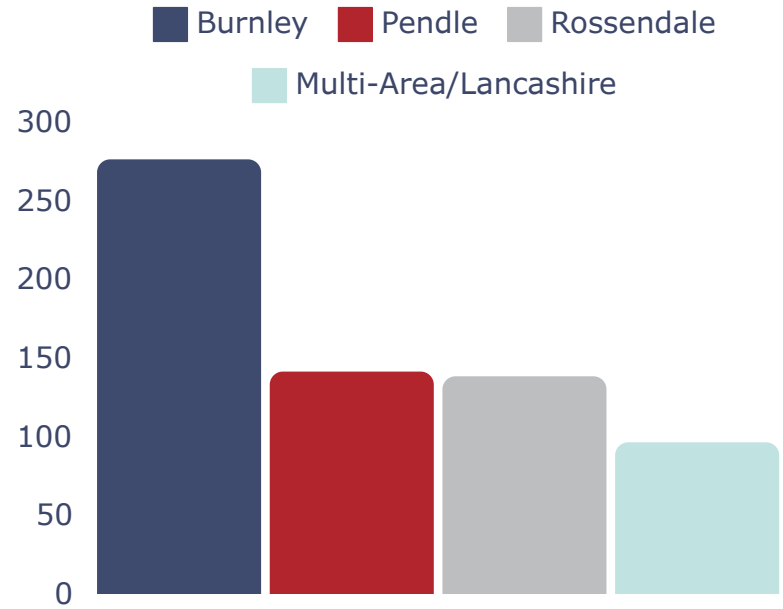
BPRCVS supports local voluntary, community and faith organisations to:

- Deliver their projects with funding advice, guidance and information
- Develop, sustain and grow existing groups, and nurture new group set up
- Have a critical friend
- Give advice on safeguarding, GDPR, policies and procedures, and more
- Deliver training to build capacity
- Find other resources, support, information
- Publicise their projects, events, significant milestones
- And much, much more!

1,499
Groups supported across all localities.

We help small groups to raise their voices and have them heard by setting up mechanisms such as community networks to ensure they have the opportunity to make their voices heard. We represent those voices at local, county, national and international levels. This is why forums and networks are so crucial. We encourage groups to respond to surveys requested by funders to help shape the type and amount of funding coming into the localities.

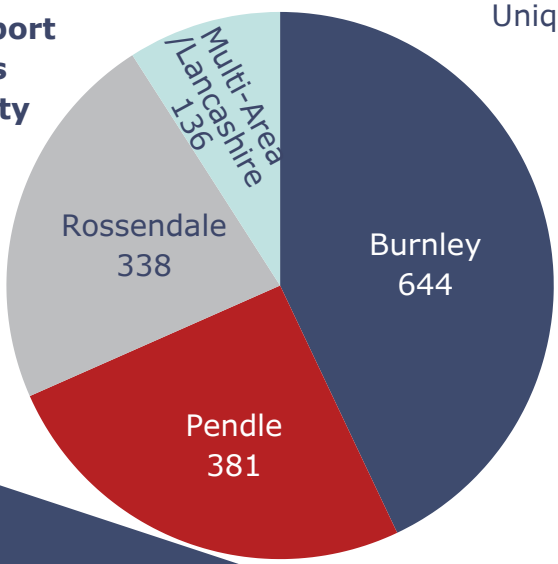
651
Unique VCFSE groups and organisations supported across all localities.

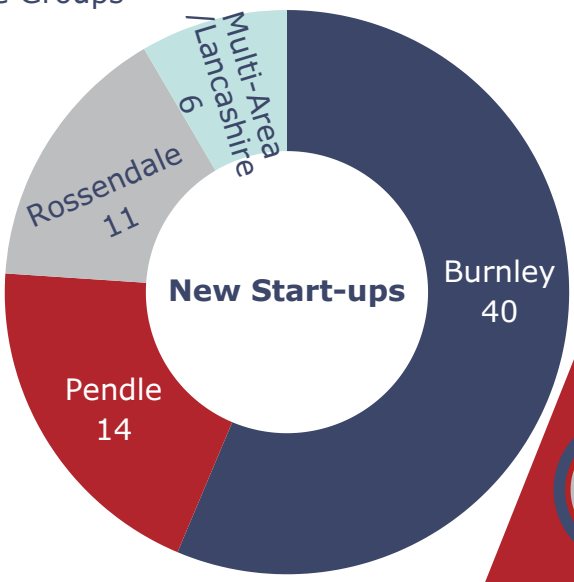


771
Hours of group support delivered across all localities.

71
New start ups supported across all localities.

Group Support Sessions By Locality





GROUP SUPPORT CASE STUDY

ENSO CREATIVE ARTS CIC

Background

We arranged an appointment with Sarah after being given her details by our Social Prescribing Team who had attended a mindful art class that Sarah held for NHS staff, including the BPRCVS Social Prescribing Team.

Sarah is an artist who runs art sessions aimed at improving wellbeing through access to creativity. She has a lot of experience in delivering art classes in the community and has recently registered her own Community Interest Company (CIC).

When we spoke, Sarah had a lot of different ideas for projects that she would like to deliver in the community. She is passionate about working with young people to improve their wellbeing by accessing creative activities.

Outcomes

Sarah had lots of ideas for projects, but wanted some advice about identifying and applying for funding. We discussed some potential funders and how to approach putting together a funding bid.

We discussed the Eric Wright Charitable Trust and offered some suggestions about how to create a project that was suitable for the funding. The smaller grants programme from Eric Wright Charitable Trust is aimed at supporting new groups to pilot ideas. There was only a few months left before the spend date and we therefore discussed the possibility of applying for funding to deliver some sessions over the summer holidays.

Sarah applied to the Eric Wright Charitable Trust for funding to deliver Exploring Art in Nature. Sarah's application for funding was successful and she delivered two two-day courses in August at Pendle Heritage Centre. This project provided mindful art sessions based on the natural world for young people aged 11 to 16 years during the summer holidays.

This funding was a great opportunity for Sarah to pilot a new project, collect feedback and gather evidence about the impact of the workshops, which will put her in a good position to approach funders for future projects.

"The help and guidance you have given me has already been invaluable and has provided me with the opportunity to secure my first grant.

The project this grant funds has been a great opportunity for me to engage with young people and help them to understand the positive impact that creativity has on their wellbeing. It has also enabled me to showcase what my aims are in terms of improving wellbeing through creativity and provide evidence for future funding bids."

GROUP SUPPORT CASE STUDIES

HODGE HOUSE COMMUNITY CENTRE

Background

We were contacted by the trustees of Hodge House Community Centre in Nelson to see what support BPRCVS could offer both in the short term and in the longer term to help them to achieve their vision of turning the centre into a thriving community venue.

We met Peter and Ikram, two of the trustees, who showed us around the building and spoke about their plans and vision for the centre. We talked about governance, volunteering, funding, and the support that we could offer.

Outcomes

BPRCVS owns and run Gannow Community Centre in Burnley, and therefore put Peter and Ikram in touch with our team there. Gannow Community Centre was also the primary base of our Volunteer Hub which organised a volunteering event that provided an opportunity to visit the centre, meet the team, and meet other voluntary and not-for-profit groups working across Burnley, Pendle and Rossendale.

We also discussed funding opportunities and provided information about the funding we administer as well as external funders. We discussed the ICB Funding and potential projects that align with the ICB Funding priorities. Hodge House Community Centre applied for funding to deliver ladies only fitness classes and were awarded £1,910.

BPRCVS looks forward to working with Hodge House in the future and seeing the centre go from strength to strength.

HELLO BURNLEY

Background

HELLO Burnley first engaged with BPRCVS in April when they attended The CVS Centre looking for advice about setting up a new community group. HELLO Burnley stands for Healthy Environment for Ladies Looking to Offload. They provide a peer support group for women with a focus on mental health and wellbeing. The group were meeting regularly within another organisation, but felt they wanted to become an organisation in their own right to give them autonomy and ownership of the group.

HELLO Burnley approached BPRCVS for advice about the options available and potential next steps to create their own community group.

Outcomes

We discussed options for group structure and provided advice about setting up a constituted community group along with a step-by-step guide, plus sample policies and procedures. BPRCVS later met with the group to discuss options to apply for funding to cover the costs of room hire and delivering activities.

Following our initial meeting, HELLO Burnley have worked incredibly hard and are now a constituted community group. They have secured premises in Burnley where the group meet, have formed a committee, adopted a constitution, and have policies and procedures in place.

The group approached BPRCVS for advice about securing funding to cover room hire and running costs. We discussed The Eric Wright Charitable Trust small group funding and discussed some options and ideas for projects that they could apply to fund.

HELLO Burnley applied to The Eric Wright Charitable Trust for funding to deliver Relax Your Way to a Healthy Mind. This project includes ongoing peer support sessions and some further sessions aimed at relaxation and improving wellbeing, including a pamper session and ongoing crafting sessions.

This was the first funding that the group has applied for and they were successfully awarded £500 to deliver the project. The progress HELLO Burnley have made in a short period of time is due to their hard work and dedication.

We look forward to seeing how the group develops in the future.

FUNDING AWARDED

BPRCVS administers several funding streams on behalf of other organisations. We are trusted to check governance, safeguarding and effective delivery of projects. Small groups have confidence in BPRCVS to support them through the funding process and evaluation of projects.

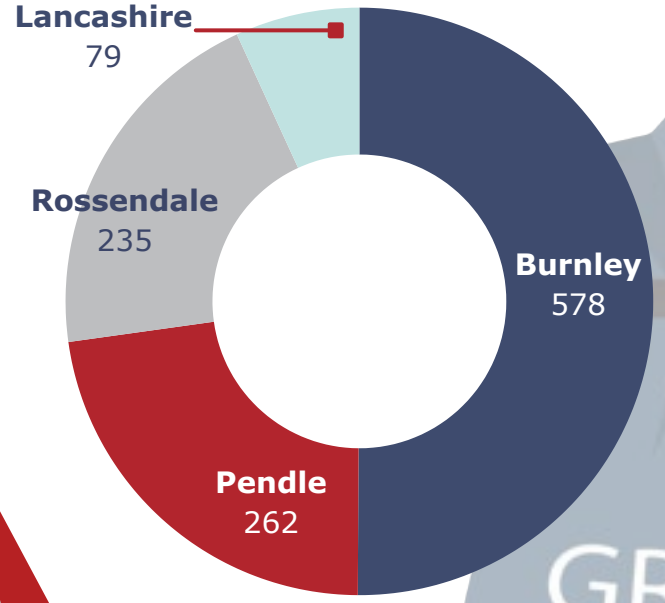
Having the funding administered by a locally trusted organisation such as BPRCVS ensures local issues are being addressed and local communities are being supported. Administering funds includes: awareness raising, supporting groups to write applications, helping with governance (policies and procedures), and monitoring and evaluation.

We have facilitated a number of grant programmes throughout the year including the Social Prescribing Small Groups' Funding Programme (funded by Lancashire & South Cumbria ICB), Eric Wright Charitable Trust Small Grants Programme, Eric Wright Charitable Trust Large Grants, Lancashire County Council's Over 50 Grants, Distress Fund (Burnley only), UK Shared Prosperity Fund (Burnley only) and Personal Health Budgets for adults and for children/ young people.

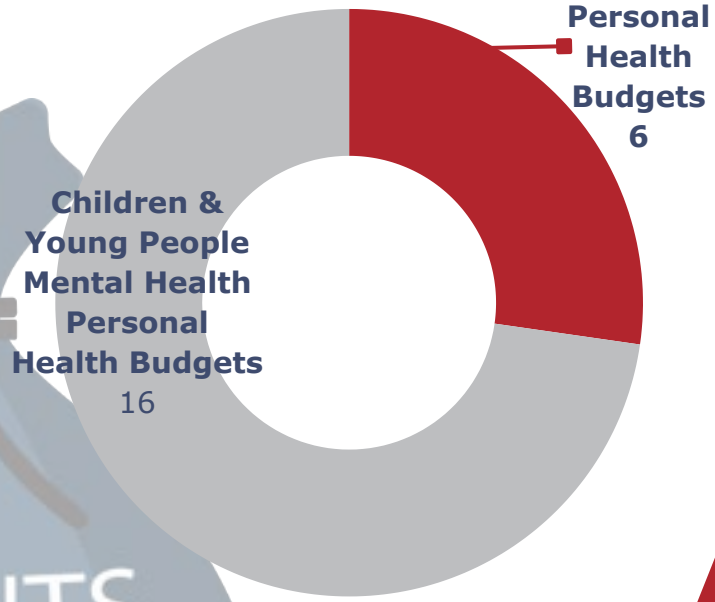
1,154

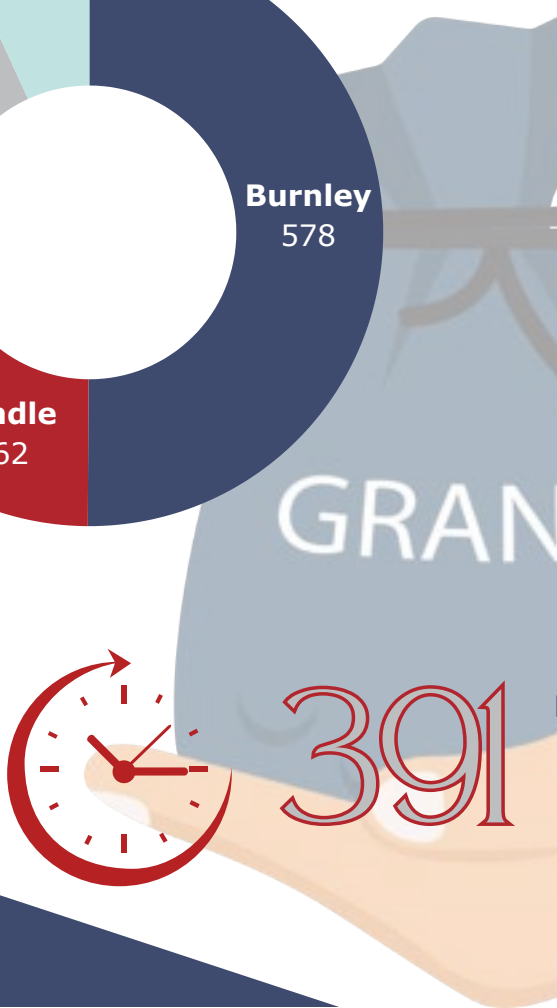
VCFSE groups and organisations across all areas have received support to apply for funding and grants.

No. Groups Receiving Funding Support By Locality



No. Families Supported With Funding By Fund





391

Hours of support provided to VCFSE groups and organisations across all localities.

FUNDING AWARDED

£338,416.04

Awarded to **79** VCFSE groups and organisations from all funds administered by BPRCVS.

ERIC WRIGHT CHARITABLE TRUST

Awarded to Burnley, Pendle and Rossendale VCFSE groups to support projects focused on bringing the community together.

£13,179.00 small grants

£3,740.00 large grants

Social prescribing for East Lancashire

NHS Lancashire and South Cumbria Integrated Care Board

Social Prescribing grants are awarded to Burnley, Pendle and Rossendale VCFSE groups to support SPLWs and Community Connectors to help people with their health and wellbeing.

£174,082.40

Funded by UK Government

This fund is a government funding stream for the whole country - we have been given a share of Burnley's fund to allocate to the small groups within the area.

£129,951.78

Lancashire County Council

A social isolation grant pot of £15,000 was awarded to BPRCVS to allocate to VCFSE groups who support reducing loneliness in the over 50s.

£14,926.00

NHS Lancashire & South Cumbria NHS Foundation Trust

Adult Personal Health Budgets is a fund that supports adults in Burnley, Pendle and Rossendale to improve their health and wellbeing.

£975.96

NHS Lancashire & South Cumbria NHS Foundation Trust

Children & Young People Mental Health Personal Health Budgets is a fund that supports children and young people in Burnley, Pendle and Rossendale to improve their health and wellbeing.

£1,560.89

SOCIAL PRESCRIBING GRANT CASE STUDY

BURNLEY BOBCATS - £4,921

Burnley Bobcats Swimming Club approached BPRCVS for advice about applying for funding. The group had a lot of great ideas for projects they wanted to deliver and wanted some advice about other funding opportunities that might be available. We discussed the ICB funding that had recently launched, and offered advice about which of their project ideas best aligned with the funding priorities and the outcomes of the ICB funding.

After discussing the project and the application process, the group emailed a copy of their application form. The first draft was checked and feedback given with some suggested amendments that would strengthen the application. This gave the group the opportunity to make some minor changes before the application was looked at by the decision-making panel.

Burnley Bobcats applied for ICB funding for a project to help them to recruit and train new volunteers after their numbers had reduced due to the covid-19 pandemic.

Burnley Bobcats were awarded £4,921 to deliver a project called 'Regeneration of our Volunteer Programme.' This allowed them to recruit new volunteers and provide lifeguard and coaching qualifications for both existing and new volunteers. These volunteers have gained essential new skills and qualifications, and this will increase their capacity to offer more much needed swimming courses to children and young people in Burnley.

UK SHARED PROSPERITY GRANT CASE STUDY

SION BAPTIST CHURCH - £20,000

Sion Baptist Church is located in the heart of Burnley close to the town centre and it is home to a number of community and not-for-profit groups including: New Era Nursery, Young at Heart, Burnley Talking Newspaper for Visually Impaired and Blind, Chitter Chatter for New Era Nursery parents, HELLO! Burnley and a Food Bank. The Contempo Choir, Burnley Light Opera Society, Pantomime Society all meet to rehearse and perform at Sion and they also host community activities including Tai Chi, Line Dancing, Table Tennis, Local History, Camera Club and the Writers' Circle.

Members of the congregation at Sion Baptist Church approached BPRCVS for advice about securing £50,000 to replace the heating system for the building. The boiler system had failed, and this meant that the building would become unusable in the winter months. Church services could still be held as these could be moved elsewhere in winter months, but the building is the home to 16 not-for-profit community groups and a nursery that would not be able to safely or comfortably use the building in the winter months.

Our Development Worker met with the fundraising committee who had already scheduled and held several events to raise funds including breakfast clubs, car washes, murder mystery events, and spring fairs - due to the scale of the project they wanted advice about other options to secure the funds.

BPRCVS provided advice about putting together a funding strategy including applying for grant funding to help to obtain some of the money towards the work.

We helped them to identify suitable funders and gave some advice about writing funding bids. We read through and checked draft funding applications and gave feedback before these were submitted.

Sion Baptist Church applied to the UK Shared Prosperity Fund who awarded them £20,000 towards the project. They also applied to several other funders and successfully secured the remaining match funding. Due to their very proactive and enthusiastic fundraising efforts they were able to have a new heating system installed in early 2024.

'The whole experience of applying for funds and believing we could actually achieve these amazing outcomes has been a revelation to all three of us in the "Grant Team". From being overwhelmed at undertaking such a huge task, applying for a grant and all the associated work that involved, also nervous that it would all come to nothing, we have all been uplifted by the appreciation of the work done from community/group members. There have been teething problems with heating timings etc. but these have now been overcome. We feel very proud of our combined achievements and not afraid of the grant process and perhaps applying again - but only with the support of BPRCVS.'

Marjorie Dunderdale- Church member

ERIC WRIGHT CHARITABLE TRUST GRANT CASE STUDY

ACTIVE GANNOW - £1,000

This project was a kickstart to promoting Active Gannow as an independent group after many years of funding from the Gannow Big Local Programme which was now at an end. Gannow Big Local invested heavily in activities for young people, particularly during the long summer holidays in an effort to tackle anti social behaviour in the area.

Activities funded by the £1,000 involved both the young people who engaged on the previous project, and volunteers that had supported various delivery of projects within the Gannow community.

The funding enabled the group to deliver an end of summer festival event at Burnley High School. The young people participated in a variety of sporting activities, face painting and fun inflatables. The festival was a great success with around 50 young people taking part. Parents were encouraged to engage with Active Gannow as volunteers and as part of the steering group.

The second part of this funding was to deliver a thank you event to reward the volunteers who supported projects throughout the summer holidays. The volunteers attended Total Ninja in Manchester, to Trafford Centre's arcade section and to MFA Bowl in Burnley to enjoy some of the games and activities and build a team of volunteers to continue supporting the group.

Feedback from the volunteers was that this is something they would like to be involved in again. The project was positive for their mental health and wellbeing, especially during the summer holiday period and helped to forge a team ready to help deliver activities in Gannow.

The investment of Gannow Big Local and the hard work of Burnley Leisure and Culture alongside dedicated volunteers helped to reduced anti social behaviour to almost zero. The continuation of Active Gannow is a testament to Gannow Big Local who were supported throughout their 10 year programme by BPRCVS.

DISCLOSURE & BARRING SERVICE

Disclosure & Barring Service

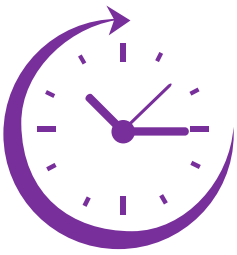
As a DBS umbrella body we offer support to charities, community and voluntary organisations throughout Lancashire.

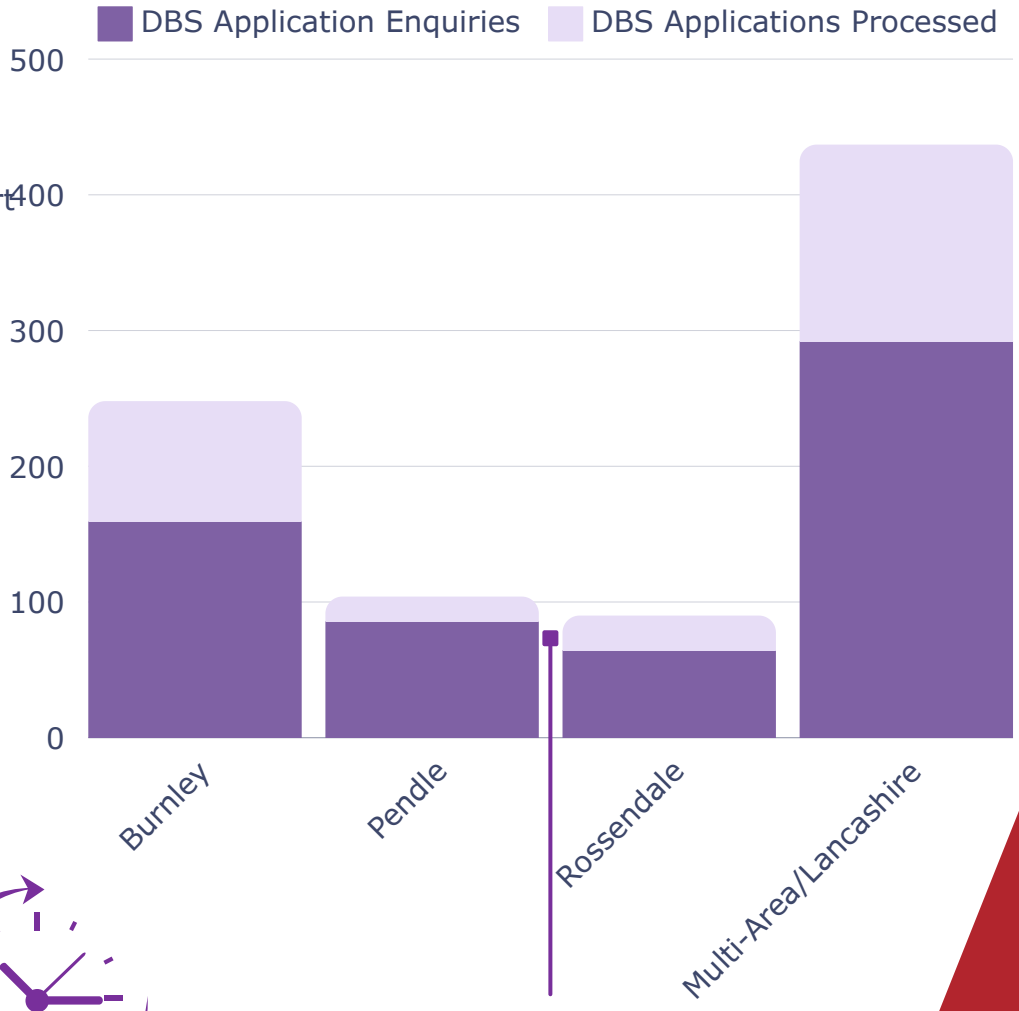
We process DBS applications, provide support and information on eligibility, completing the application forms, identity checking, and the update service.

601
Enquiries received for support across all localities.

278
Applications processed across all localities.

297
Hours of support provided across all localities.





The total number of DBS application enquiries and applications processed on behalf of VCFSE groups and organisations across Lancashire have been broken down per locality.

VOLUNTEERING

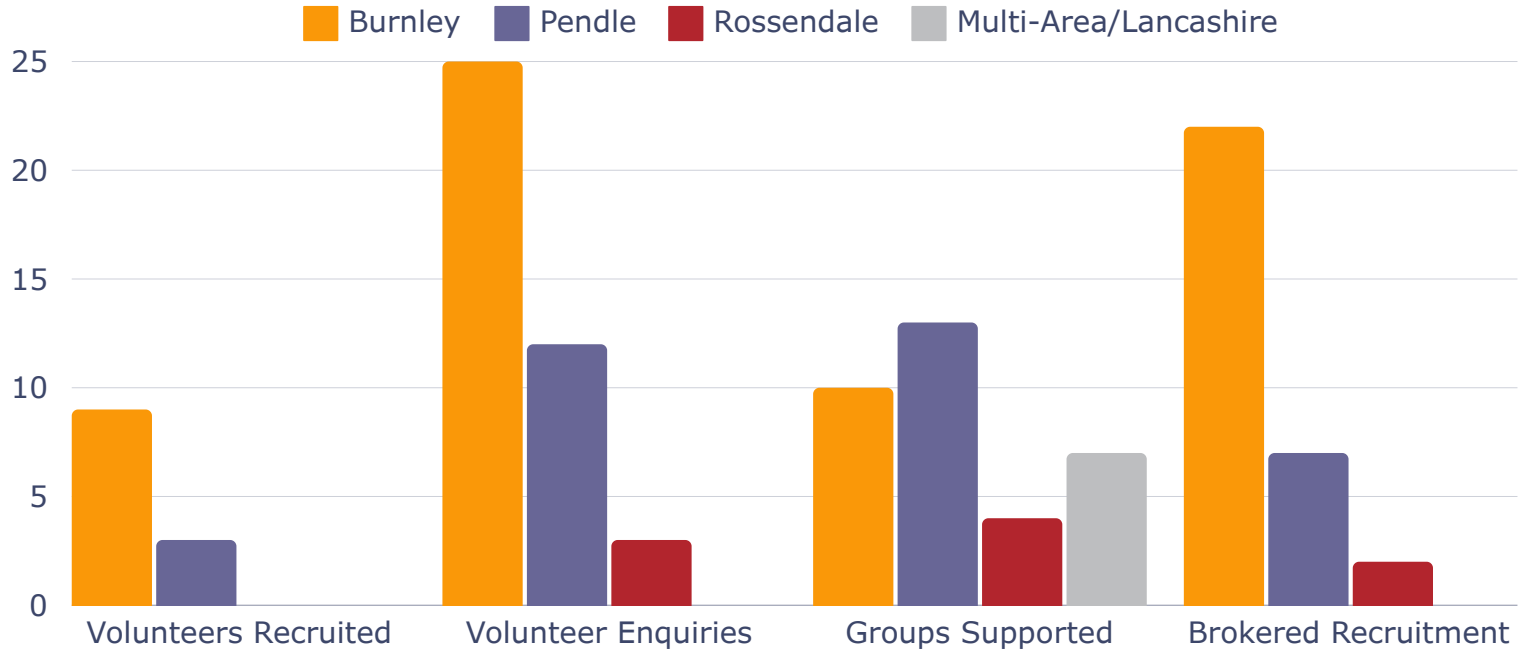
VOLUNTEERING

BPRCVS' Volunteer Centre assists local VCFSE groups and organisations to recruit, train, manage and maintain volunteers for their projects and services.

Volunteer Centre Burnley Pendle & Rossendale

Although we had no direct funding, BPRCVS operated a brokerage service to link volunteers with VCFSE groups and organisations. As part of this role we supported groups and organisations to promote their opportunities, engage with volunteers, and supported organisations with their volunteer needs.

The figures shown below represent the first quarter of this reporting period only as the project concluded in June 2023 to be replaced with the Volunteering for Wellbeing & Community Hub project.



The total number of volunteer enquiries was 40 with 12 newly recruited volunteers being added to the 'Volunteer Bank'.

We placed 31 volunteers into VCFSE groups and organisations via our brokerage support, and supported a total of 34 unique groups and organisations across Lancashire with their volunteering needs.

BPRCVS has achieved the Volunteer Quality Accreditation for delivering excellent work and making a difference across the five core functions of volunteering:

- **Strategic Development of volunteering:** Through activity of the Centre and its engagement with local networks and decision makers there is a positive environment in which volunteering is flourishing.
- **Good Practice development:** Through the activity of BPRCVS, organisations from all sectors improve or attain positive consistency in their volunteering programmes.
- **Developing volunteering opportunities:** The activity of BPRCVS increases and improves the quantity, quality and diversity of volunteering locally.
- **Voice of volunteering:** Through BPRCVS activities there is an increased awareness of the issues impacting on volunteering.
- **Brokerage:** Through BPRCVS activities the general public and all sectors are better informed about and have access to an effective and efficient brokerage service.

VOLUNTEERING

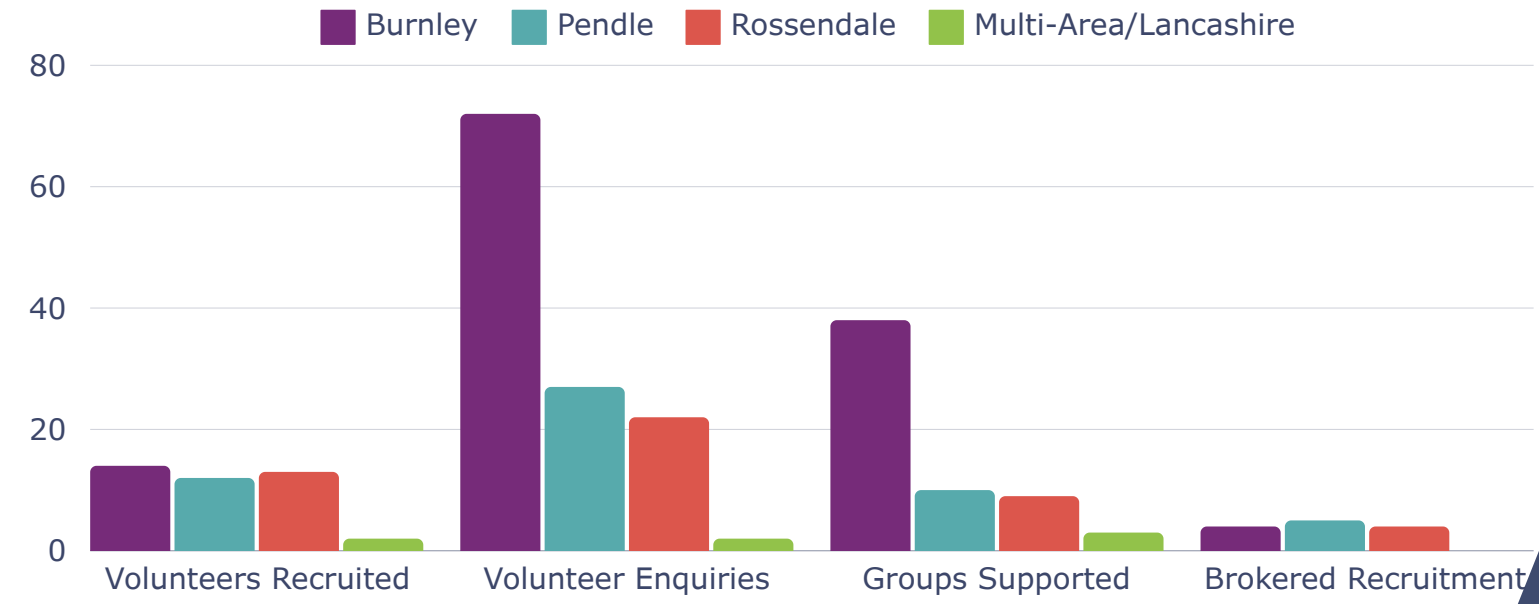
The Volunteering for Wellbeing & Community Hub is the latest volunteering project at BPRCVS. Starting in July 2023, this project is revitalising volunteering across Burnley, Pendle and Rossendale. As this project only began in the third quarter of this year, volunteer numbers only began to be recorded in quarter 4.

Similar to the previous Volunteer Centre project, the Hub supports both individuals and VCFSE groups and organisations. Individuals are supported to apply and added to our 'Volunteer Bank' unless the ideal opportunity is already available and suits their other commitments.

BPRCVS operates a brokerage service to VCFSE groups whereby support for their volunteering needs is provided. The Hub is well positioned to support the recruitment of volunteers, not just into BPRCVS projects and services, but also into the projects and services of other VCFSE groups and organisations too.

The Hub gets out into the community through monthly forums where discussions with stakeholders about volunteering can be had in an informal setting. With a unique theme each month, the forums keep the topic of volunteering current and relevant.

BPRCVS was one of the very first organisations to be awarded the new VCQA kite mark making us the ***only*** externally accredited Volunteer Centre in East Lancashire.



40

New volunteers were recruited into BPRCVS projects and services from July 2023 to March 2024.

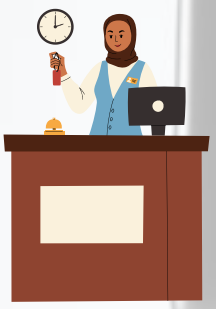
The Volunteering for Wellbeing & Community Hub is funded by the National Lottery Community Fund.

VOLUNTEERING

Volunteers are crucial to the success of BPRCVS. Aside from the named projects in this report which may recruit and utilise volunteers to support their work, BPRCVS utilises volunteers to also support the daily running of the organisation. From reception to admin support, from arranging food parcels to cooking meals in the Gannow Community Café, and from decorating to working in the Gannow Community Garden, we have a variety of services that are only possible with the support of volunteers.

Below is the breakdown of the hours of supported given by our team of volunteers.

Project volunteering performance figures, where relevant, are displayed on the respective project pages.



2,027.5

BPRCVS Reception/Admin Hours

3,552

Community Café Hours

612

Foodshare Hours

1,152

Community Garden Hours

53

Decorating Hours

32

Front Of House Hours

7,428.5

Total Hours Spent Supporting BPRCVS Services

£77,404.97

Of Added Value To The Local Economy By Volunteers Supporting BPRCVS' Services

VOLUNTEERING CASE STUDY

Background
The BPRCVS Volunteer Coordinator was approached by Vanguard Luncheon Club as they were looking for new volunteers to help get this valued and essential service in the area back up and running.

Needs
The coordinator visited for a chat with the committee and spoke about where there were gaps in the help they need and also their future vision and ambitions. We spoke about their image and how they could update this and the importance of role descriptions.

Work Undertaken
We produced a simple flyer with them with the option for any potential volunteers to come through BPRCVS as they were not confident receiving phone calls or emails from people looking to volunteer. They also had a need for volunteers to help with young people over the summer.

Outcomes
Vanguard Lunch Club now understand more about the services CVS can offer them. They have a flyer which they feel shows the group in a positive light in looking for volunteers. They have a better understanding of the importance of roles and they know we are here for all their needs, including who to talk to directly for funding and DBS support.
The Volunteer Centre's brokerage service found volunteers to help in the kitchen which was a role they were really in need of as well as someone else to help with the running of the summer group for young people.

"Thank you so much, it helps that you came out and explained everything to all of us.
We are thrilled with Mo and he has fitted right in. You made this all really easy and now we are back up and running."
Tom Harrison, Vanguard Centre

VOLUNTEERING CASE STUDY

Background

M moved into the area over a year ago due to complex wellbeing and housing issues. Poor mental health led to spending hours alone in his temporary accommodation which led to feelings of loneliness and isolation influenced by being in a new, unfamiliar area and low motivation.

M has a dog that is his constant companion and through walking for exercise he discovered Gannow Community Centre. He began dropping into the centre and getting to know the staff and volunteers. His confidence grew and he was able to begin volunteering in the Community Café on Wednesday and Friday mornings.

Outcomes

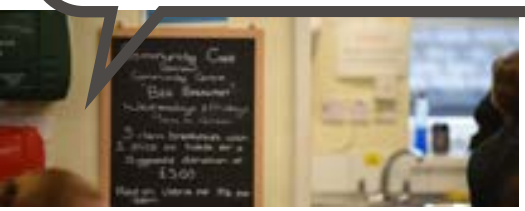
Volunteering in the Community Café on Wednesday and Fridays led M to other volunteering opportunities with other groups and Community Centres. M has built good relationships with everyone, especially the service users, and it is evident how much volunteering boosts his confidence and wellbeing.

M also volunteers for a wellbeing group, Pyramid, on Tuesdays, the Luncheon Club at Vanguard Community Centre, and supports the breakfast club within his accommodation.

The Hub staff have regular check-ins with M and recently spent some time building up his confidence to attend a Forum meeting and speak about his volunteering experience and journey. M has also been encouraged and supported to attend some training sessions for food hygiene, and he would like to lead the community kitchen as a cook when the regular cooks are unable to attend.

His confidence has grown, and he speaks of self-belief and being part of a community and team. The Hub invited him to attend the March Forum in Rossendale to speak about his volunteer journey. He travelled with Hub staff and enjoyed the day, again feeling like part of a team and the recognition given to him as a valued volunteer.

"I have a reason to get up in the mornings and put a smile on my face to greet the customers making them feel at home.
I feel committed to the roles I do; support and understanding is given for when I'm struggling with my own wellbeing. Recently I have been receiving compliments from customers and staff and this has boosted my self-belief and I feel like part of the team."



PYRAMID
Self-Help Group

SOCIAL PRESCRIBING

NHS
Lancashire and
South Cumbria
Integrated Care Board

Social prescribing
for East Lancashire

SOCIAL PRESCRIBING

The Social Prescribing Programme aims to reduce the pressure on doctors' surgeries and hospitals by enabling individuals to access non-medical support in the VCFSE sector. The project supports socially isolated people to access local community groups and activities. Many beneficiaries are experiencing anxiety, depression, low confidence, low self-esteem and other social, emotional and practical needs which can be quite complex.

The Primary Care Networks fund the full-time Social Prescribing Link Workers and the Lancashire & South Cumbria Integrated Care Board (ICB) funds the part-time Community Connectors.

The ICB also funds a significant Social Prescribing Small Groups' Funding Programme which is administered by BPRCVS. This funding stream is essential in providing small groups with the resources they need to deliver projects which aim to tackle key priorities using the Population Health Management approach to wrap around care for and in the community. The small groups accept referrals from the SPLWs and Community Connectors and vice versa—making the support available to patients/clients local, trusted and sustainable.

SOCIAL PRESCRIBING YEAR

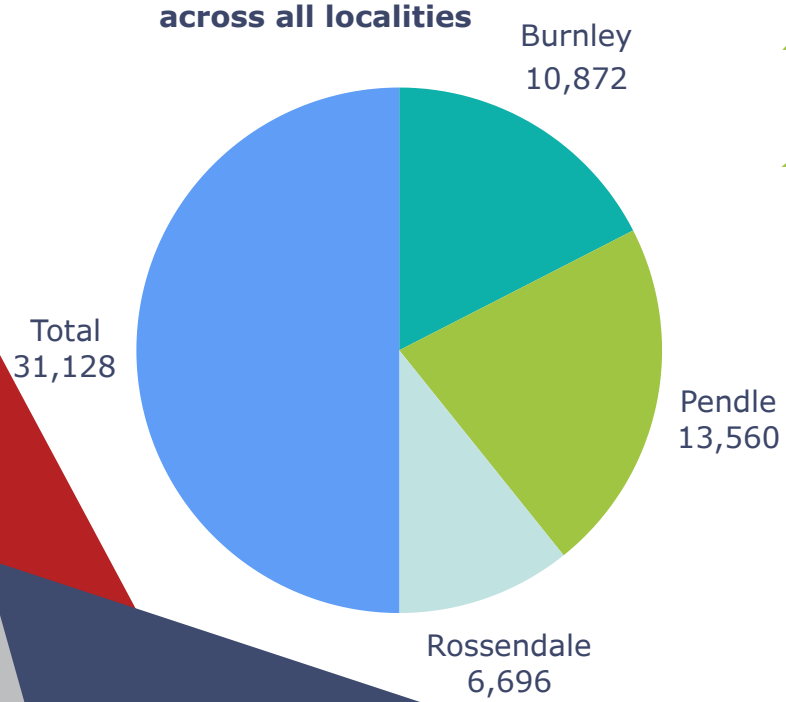
339
Active beneficiaries*

2,594
New beneficiaries

2,310
Completed beneficiaries

**Active beneficiaries as of 31st March 2024.*

Hours of support provided by Social Prescribing across all localities

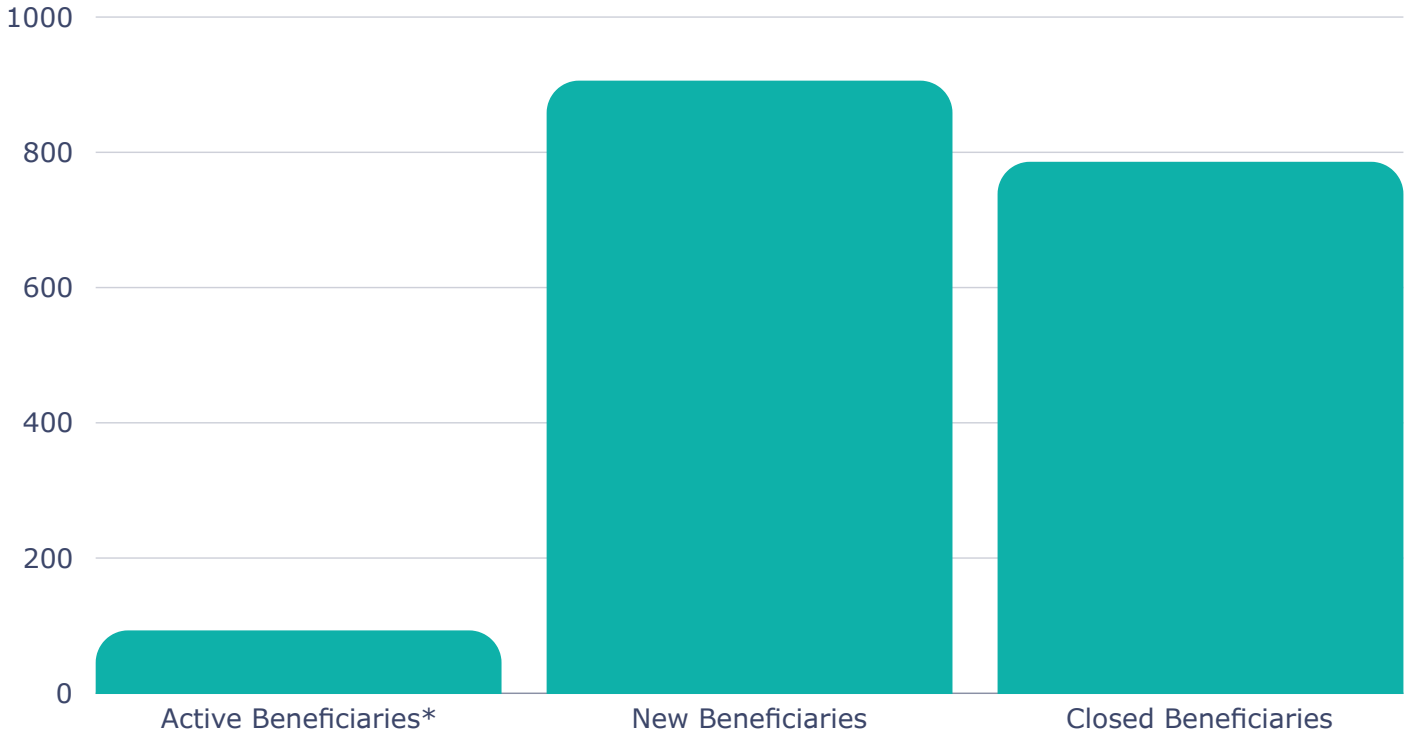


That equates to

1,297 days of support delivered to Social Prescribing beneficiaries.

SOCIAL PRESCRIBING IN BURNLEY

The Social Prescribing Team in Burnley consists of 2 part-time Community Connectors and 5 full-time Link Workers representing the East and West Primary Care Networks. In addition to the Link Workers in Burnley West, the team also has 2 full-time Health Coaches.



**Active beneficiaries as of 31st March 2024.*

10,872

Hours of support delivered to Social Prescribing beneficiaries.

That equates to...

453

Days of support delivered to Social Prescribing beneficiaries.

SOCIAL PRESCRIBING IN BURNLEY

BURNLEY CASE STUDY

Reasons Indicated On Initial Referral
A referral was made by the Pennine East Home Treatment Team (HTT), stating that the client had recently been discharged from hospital following a breakdown in her marriage and mental health. Would be requiring support around housing and finances.

Background Of Client
R is a woman in her late 50s with a long-term history of mental ill health including recurrent episodic relapses of anxiety and depression. R is also a victim and survivor of domestic abuse.

Initial Assessment, Findings & Support Provided
Due to an irrevocable break down in her marriage which contributed to an exacerbated, detrimental and adverse effect on her mental, emotional and physical health, R found herself being unable to return to the marital home, therefore homeless, and having to "sofa surf" between friends and family.

R was also struggling financially as she was too unwell to continue in employment and found herself only in receipt of Statutory Sick Pay (SSP).

With R's agreed consent the SPLW was able to put in place the following agreed plan of support:

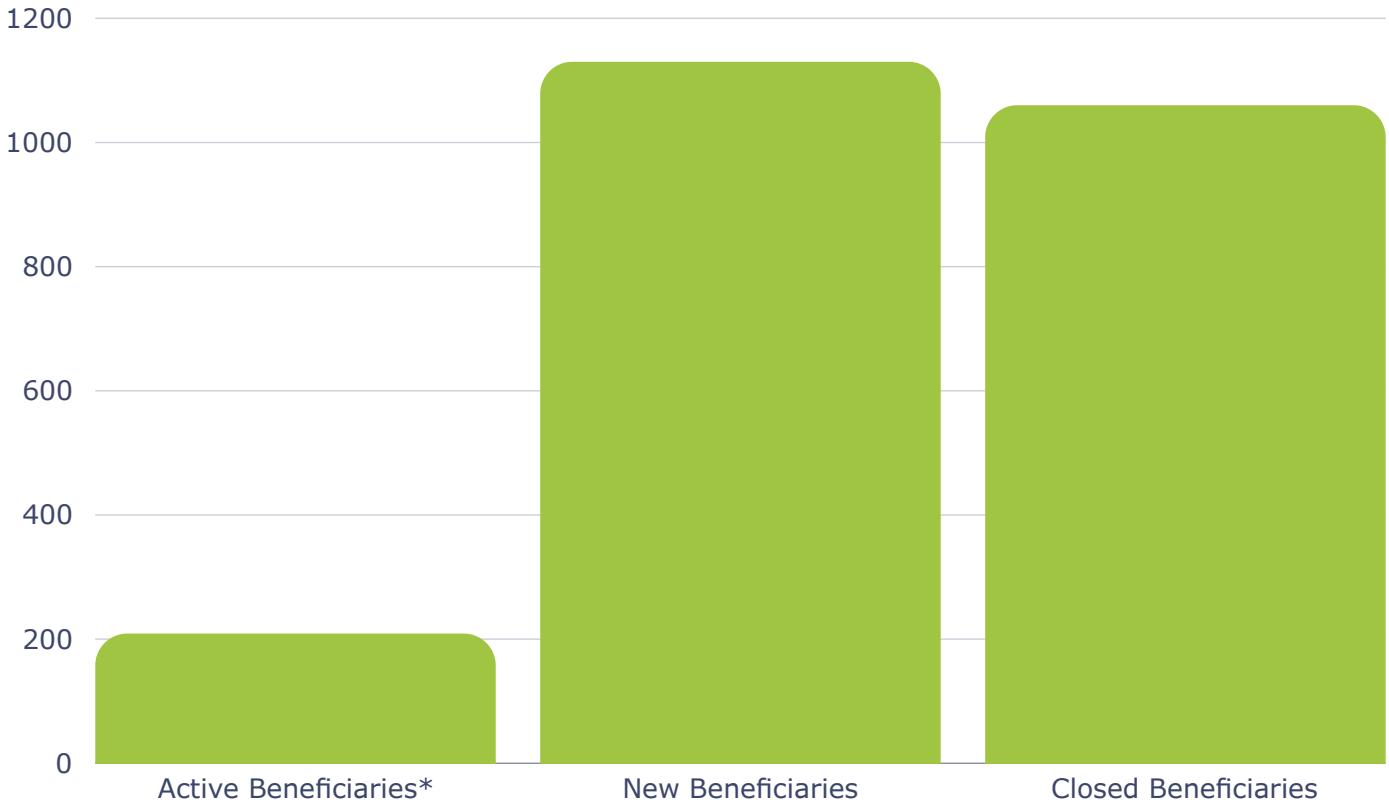
- Housing and financial issues - A referral to Burnley Borough Council's Housing Needs to register R as homeless, gained a priority band 1 status and created a B-with-us account to enable R, with support, to bid for suitable social housing properties
- Working in partnership with Housing Needs and Housing & Tenancy Sustainment Neighbourhood Officers, we supported R with applications for other welfare benefits including Universal Credit, Housing, and Council Tax benefit
- Referred to local partner agencies for support with applying for Personal Independence Payment (PIP)
- Supported to register with Burnley Community Grocery and signposted to Burnley Together's food bank and BPRCVS Gannow Community Centre's Foodshare and Community Café
- Mental ill health - Referred to Lancashire Women for 1 to 1 person-centred counselling and to Safenet (Calico's domestic abuse service) for specialist help and support, and also enrolled on the women only, "Power to Change" course

Client Outcomes
R is now living independently in a social housing property. Her application for PIP was successful and she is able to budget and manage her cost-of-living finances. Due to the longer-term complexities associated with the case, the SPLW is continuing to provide support for R, empowering and enabling her to grow in self-confidence and develop a sense of self-worth and self-esteem, all of which are essential to "keep well" in her journey ahead.

"Didn't know this kind of help existed, you are like family, by that I mean I can share things with you and trust you, thank you for everything you do, you are like an angel, I can't thank you enough for being there to support me."

SOCIAL PRESCRIBING IN PENDLE

The Social Prescribing Team in Pendle consists of 2 part-time Community Connectors and 5 full-time Link Workers representing the East and West Primary Care Networks.



**Active beneficiaries as of 31st March 2024.*

13,560

Hours of support delivered to Social Prescribing beneficiaries.

That equates to...

565

Days of support delivered to Social Prescribing beneficiaries.

SOCIAL PRESCRIBING IN PENDLE

PENDLE CASE STUDY

Reasons Indicated On Initial Referral

A patient was referred by a DWP Disability Employment Advisor after they were very upset during an appointment at the Jobcentre. They had been victim of an assault and struggling with their mental health. They were asking for support with mental health, housing and finances.

Background Of Client

The client was presenting with low mood and anxiety. They had stopped working due to mental ill health. The client was also facing housing issues and financial issues due to a sudden drop in income.

Initial Assessment, Findings & Support Provided

- The patient was struggling with mental health so we arranged an appointment with the Mental Health Practitioner
- Encouraged to make an appointment with their GP to review medication
- Has had 4 sessions with the Mental Health Practitioner and referred to Lancashire Talking Therapies for further support
- Supported with referral to Housing Needs as at risk of homelessness
- Supported to apply for B-with-us and Together Housing for properties, and supported with calls to Housing Needs to secure a Band 2
- Held a support session to look at bidding on properties
- Supported with applying for reduced council tax and arranged a payment plan for a small debt
- Supported client to apply for the Household Support Fund and client received a £100 Asda voucher to support finances
- Arranged a microwave and heated blanket from a local charity as they had no heating or cooking facilities

Client Outcomes

Client is feeling more supported with their mental health and their anxiety has reduced enough for them to access therapies.

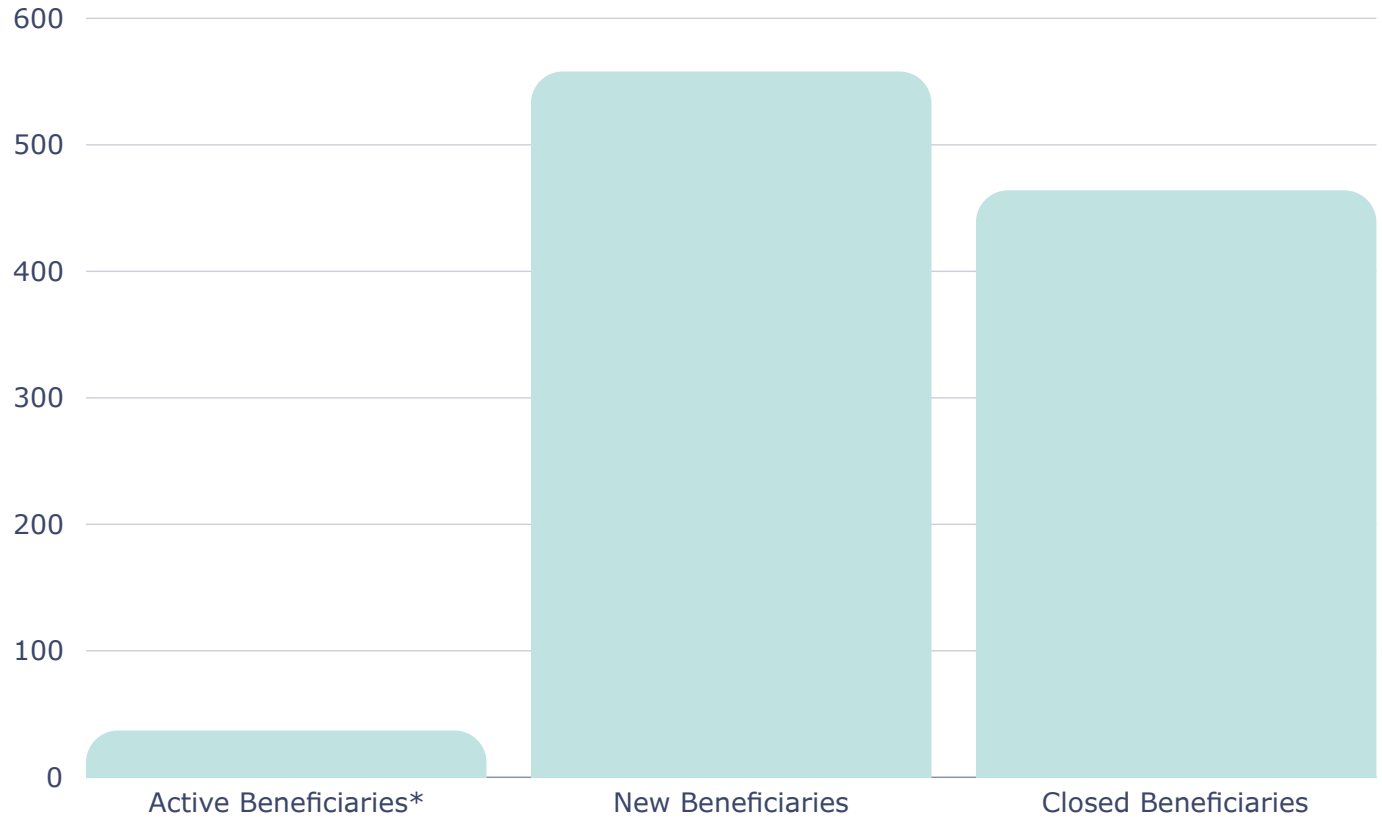
They can now bid on properties independently and are feeling hopeful about securing a permanent home soon.

They are going to access a 'help to work' scheme early next year with a view to getting back into work.

"Thank you for everything, for listening and for being there for me. It means the world."

SOCIAL PRESCRIBING IN ROSSENDALE

The Social Prescribing Team in Rossendale consists of 2 part-time Community Connectors and 2 full-time Link Workers representing the East and West Primary Care Networks.



**Active beneficiaries as of 31st March 2024.*

6,696

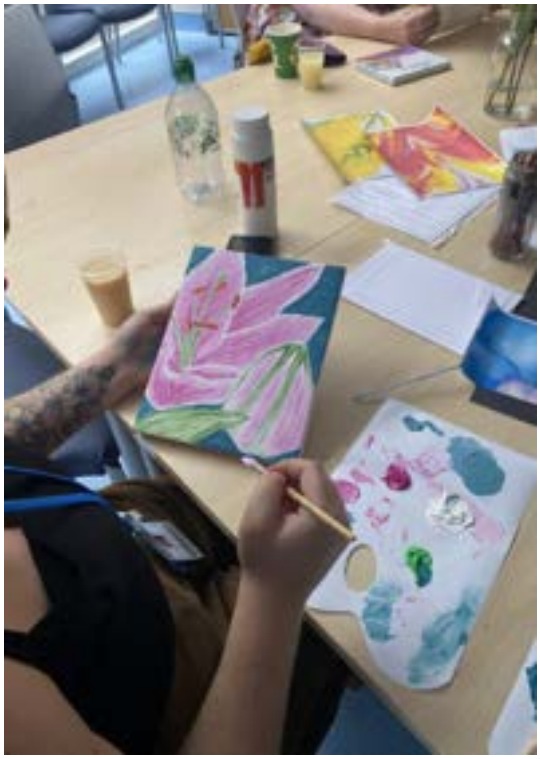
Hours of support delivered to Social Prescribing beneficiaries.

That equates to...

279

Days of support delivered to Social Prescribing beneficiaries.

SOCIAL PRESCRIBING IN ROSSENDALE



ROSSENDALE CASE STUDY

Reasons Indicated On Initial Referral
A client was referred due to isolation and bereavement.

Background Of Client
A 74 year old lady, who lives alone since her husband passed away.
She has family who live in Rossendale, they work full time and are unable to give the extra support that is needed.
Has a history of anxiety which has become worse and now not going out.
She feels angry that she has been left on her own.

Initial Assessment, Findings & Support Provided
Mrs A was emotional and tearful during the initial assessment. She explained that she feels lost, lonely and isolated since her husband's passing. She explained that they would do everything together and now she feels unable to carry out the simplest of tasks.
She has isolated herself from friends as they are all still married and this adds to her grief.
She has lost her confidence in going out and too anxious to try on her own.
Mrs A explained that she would travel everywhere with her husband in the car, she had lost confidence in using public transport. She stated that she was unsure how to order a taxi or catch a bus.
Mrs A informed that her husband had taken care of all the financial affairs and she was frightened that she will fall behind with her bills.

Client Outcomes
A referral to Rossendale Hospice for bereavement counselling was made and she is now attending weekly sessions. Support was given to take her to the first session.
A referral to Age UK for support with benefits and daily living support was submitted.
We introduced her to Renew Wellbeing and support was given to attend sessions for 4 weeks until she built her confidence enough to attend independently. She now goes weekly and has made friends who she meets outside of the group.
Mrs A will now travel to Rawtenstall on her own. Support was initially given to use taxis and then to complete bus journeys.
Time was given to understand her needs in all areas of her life and each one was addressed as it arose, from paying bills to communicating with her insurance, to buying household items and shopping.

"I was ashamed of how useless I felt, you have made me realise that with the right support I can do anything. I know there will be other things that arise, but knowing that I can contact you makes me feel a whole lot better. You are a kind person and I'm so lucky to have met you."

SOCIAL PRESCRIBING ON TOUR

SOCIAL PRESCRIBING ON TOUR

SOCIAL PRESCRIBING COMMENTS

"Always love to read these kinds of reports as it is so inspiring. We can never underestimate the hard work of link workers. This shows a true reflection of what their job looks like on the ground!
Thanks again,"

Monica Boulton, NASP

"Thank you so much for taking the time to listen and understand what is important to me personally. I had no optimism about the future but now I know the support is there I don't feel quite as afraid of the uncertain future."

Pendle Client

"Thank you for taking the time to listen to me and for being patient. I'm looking forward to using the bus and going to church on my own. It means a lot to me."

Rossendale Client

"Brilliant as usual. Just to say yours is one of the very few services that have an open referral route and not just taking referrals from GP practices. You are, as always, ahead of the game."

Yvonne Clarke, Pathways CIC

"Thank you so much for your help. This means so much to me. I have been so depressed and crying all the time worrying about my grandson. It's like a weight has been lifted off my mind. I can't wait to see him."

Burnley Client

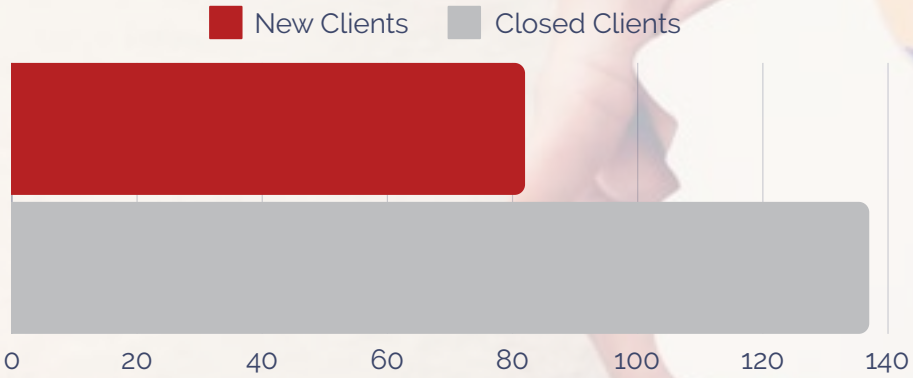
"Thank you for copying me into this. It is helpful to see the data summary and case study, which perfectly illustrates the key role of social prescribing. I will share with the practice clinicians."

Dr Lucy Astle, GP at Prestige Medical Group, Burnley

INITIAL RESPONSE SERVICE

The Initial Response Service is a 24 hour, 7 day a week telephone service for Mental Health Services. People can be referred by health and VCFSE services, family, friends or self-refer for signposting assistance with mental health crises. There are Mental Health Practitioners (nurses) available to triage the individual by telephone or face to face, and refer on to other services as necessary.

These figures are for the first quarter only as BPRCVS stopped delivering this service in June 2023.



984

hours of support provided.

COMMUNITY TRANSPORT

communicars

A Burnley, Pendle & Rossendale CVS Service

Lancashire Community Transport

COMMUNICARS

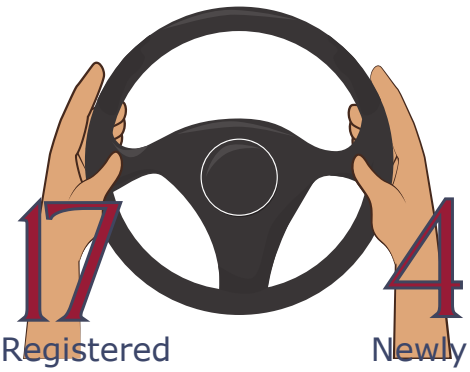
communicars

A Burnley, Pendle & Rossendale CVS Service

As part of the Lancashire Community Transport Consortium, Communicars enables those who cannot use public transport to get out and about in their local area.

The service gives passengers their independence to attend appointments, enjoy social engagements, go shopping and more throughout Burnley, Pendle and Rossendale.

Volunteer drivers are vital to this service and become trusted friends of our passengers.

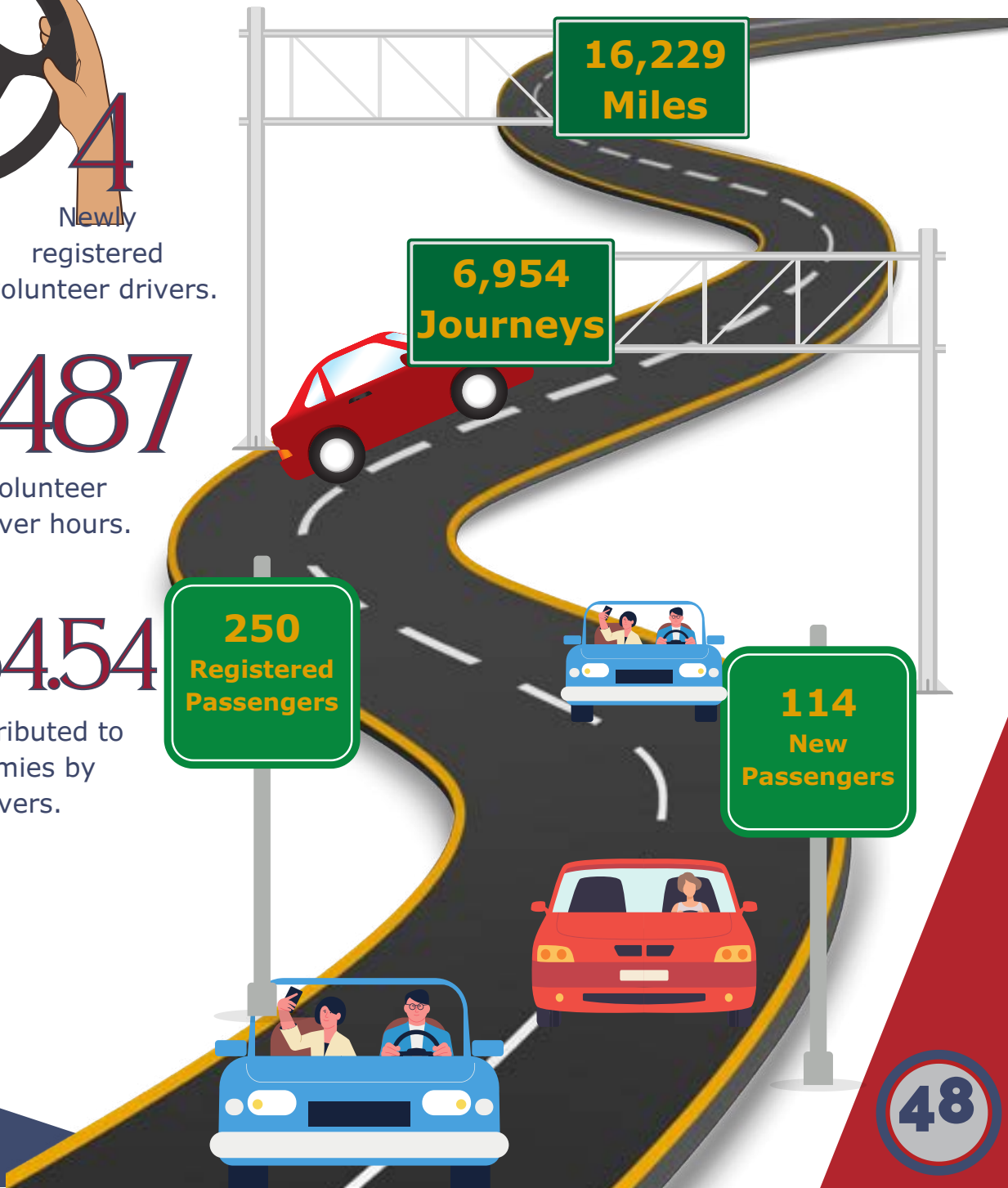


17 Registered volunteer drivers.

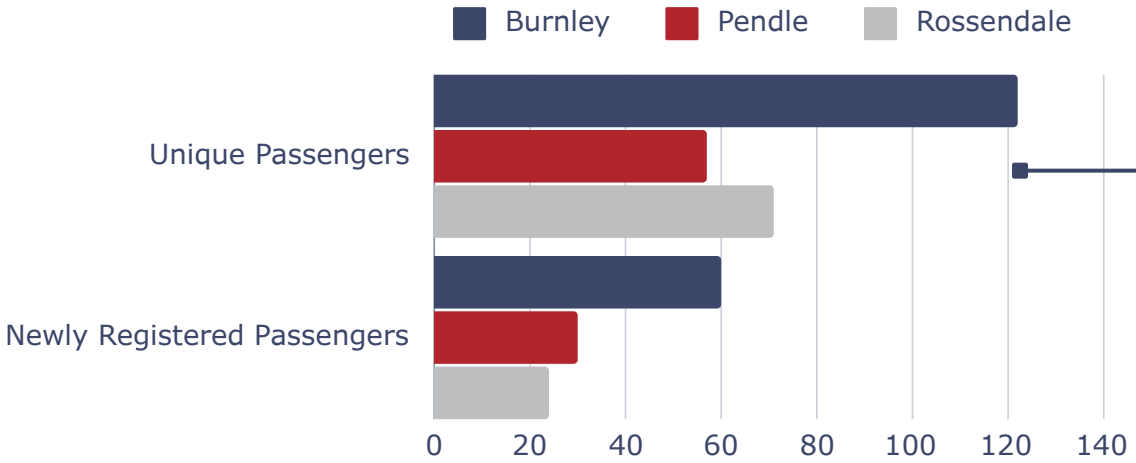
4 Newly registered volunteer drivers.

3,487 Volunteer driver hours.

£36,334.54 Added value contributed to the local economies by volunteer drivers.

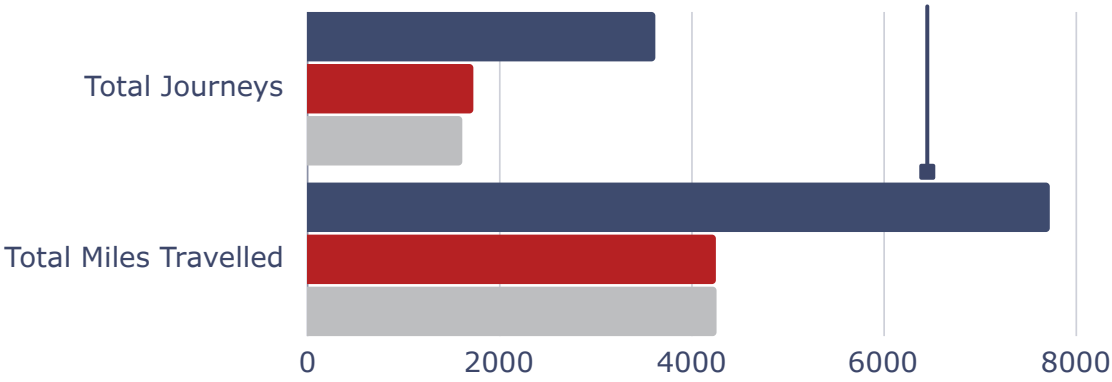


COMMUNICARS

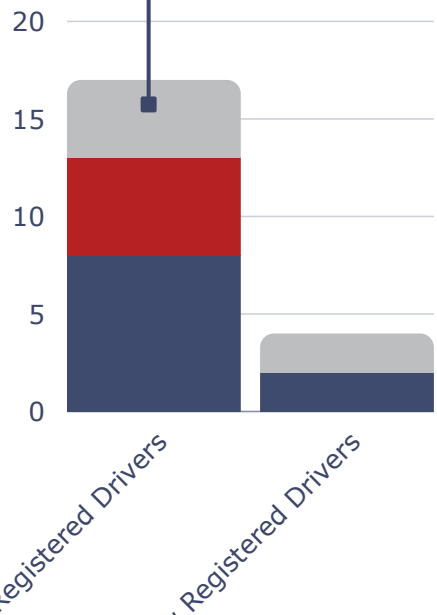


The number of unique passenger bookings, and the number of newly registered passengers per locality.

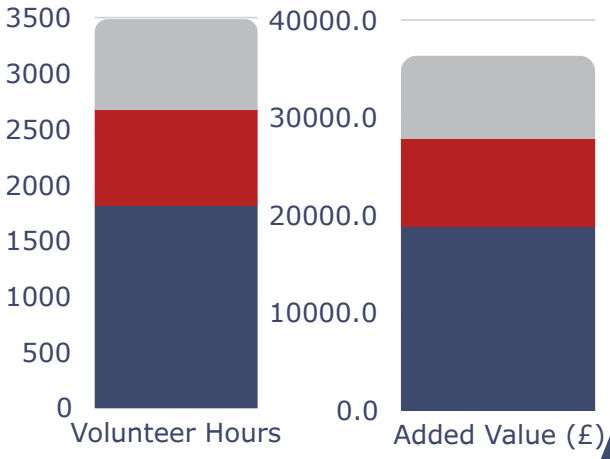
The total journeys undertaken, and the total miles travelled per locality.



The total number of registered drivers volunteering for the scheme, and the number of newly registered drivers per locality.



The total hours spent volunteering per locality along with the added value contributed to the respective locality.



PASSENGER & VOLUNTEER DRIVER CASE STUDIES

Passenger PB enquired to register with the scheme back in 2008. She was struggling to access public transport and not able to get out and about locally, and feeling lonely and isolated.

communicars

A Burnley, Pendle & Rossendale CVS Service

PB needed transport to help her to get out and attend lunch clubs, to visit family, for shopping trips, and also to attend doctor and dental appointments.

PB registered with the scheme to be able to access community transport and made regular bookings to attend a lunch club at first to stop her feeling socially isolated and lonely. Communicars also helped and supported her to attend doctor and dental appointments.

For PB, being able to access the scheme has enabled her to become more independent and not forced into staying at home. Communicars has reduced her loneliness and helps her to feel included in society with increased independence and enabled her to get out and about by herself.

"I am very happy and grateful in being able to book and use Communicars. All the volunteer drivers are very friendly, helpful, and supportive towards me. The cars are very clean and tidy. Being able to get out and about helps me to stay active, and to be able to socialise is a bonus."

MH joined Communicars in September 2022 when he fully retired because he had previously decided he wanted to volunteer for Communicars as his wife had been a passenger, and had received help and support from the scheme.

MH had full knowledge of the Communicars scheme due to his wife accessing and using the scheme previously which helped her to attend appointments and get out and about when family were not available to help.

MH decided to volunteer after he retired to keep himself active and to put back into the local community to help people like when his wife received help from the scheme.

It makes him feel good as he is helping people who need to get out and about that would not be able to normally.

The type of journeys MH provided passenger transport for included lunch clubs, GP appointments, dental appointments, hairdressers, local support groups, and shopping trips.

MH really enjoys volunteering for Communicars as he gets to meet lots of lovely people, and it keeps him busy and active in retirement.

PASSENGER CASE STUDY

Passenger Background e.g. reason for referral:

PF registered with Communicars in October 2009. She had mobility issues and could hardly walk. She needed to get two buses to visit husband in a care home, and the stress was causing her mobility issues to worsen.

communicars

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Initial Assessment, Findings and Support Provided:

PF registered with Communicars to help her to visit husband in care home.

Being able to access the project she was able to get out more to go shopping, able to get to doctor's appointments and generally gain more independence which stopped her from being isolated and housebound.

What support has been provided:

Communicars has been a great support to help PF live a normal life to be able to get out and socialise.

Outcomes the passenger achieved from accessing and using the service including any signposting and referrals to other groups and organisations:

In addition to being able to visit her husband, being able to use Communicars has helped PF to be able to attend a local community group every month. This has increased her social activities and made her feel happier.

''Communicars staff are excellent and always very polite and help when they can. They have wonderful drivers who help and support me. They are always on time and very kind and efficient. I appreciate everything they do for me and would be lost without them.''

GROUP TRANSPORT

By offering affordable community transport, groups within the VCFSE sector in Burnley, Pendle and Rossendale are able to access transport with a volunteer driver provided to enable activities further afield.

The BPRCVS minibus is available to VCFSE groups and organisations for day trips, group shopping trips, outdoor activities and events, educational trips, guest transport for business events e.g. AGMs, and more.

All BPRCVS minibus drivers are DBS checked and MIDAS trained.

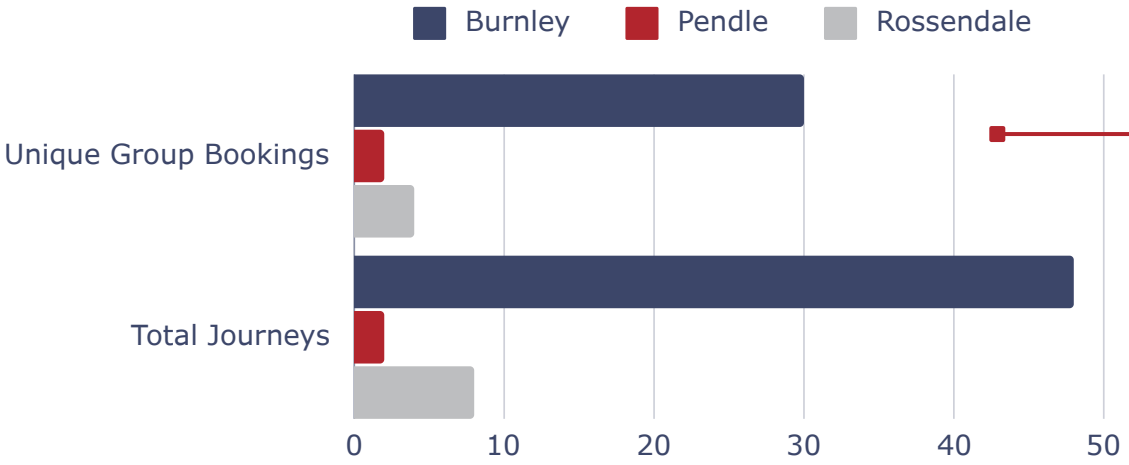
BPRCVS took ownership of a new minibus in the summer of 2022 thanks to Children In Need funding and guidance from David Fishwick.

2
Registered volunteer drivers.

412.5
Volunteer driver hours.

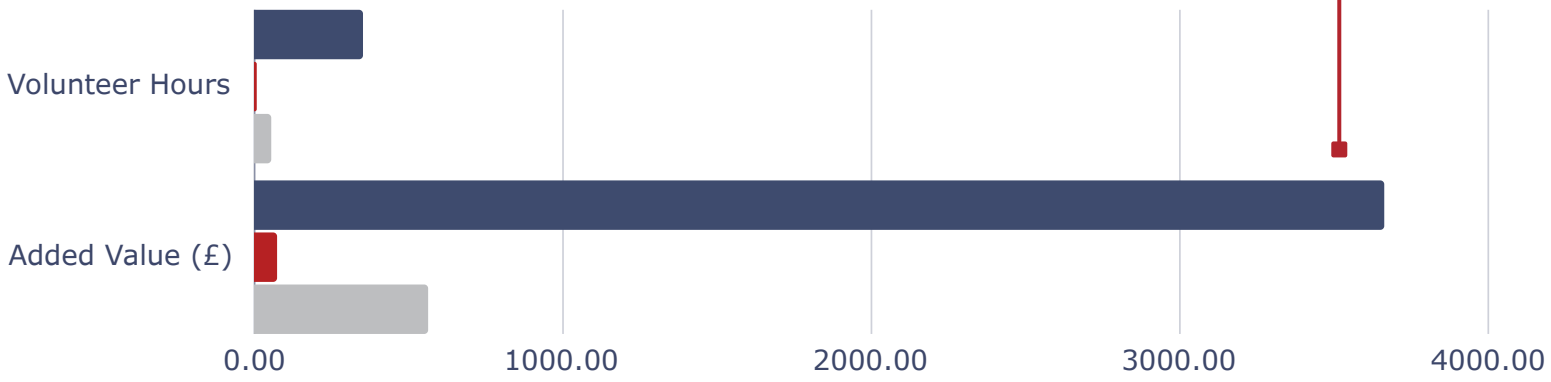
£4,298.25
Added value contributed to the local economies by volunteer drivers.

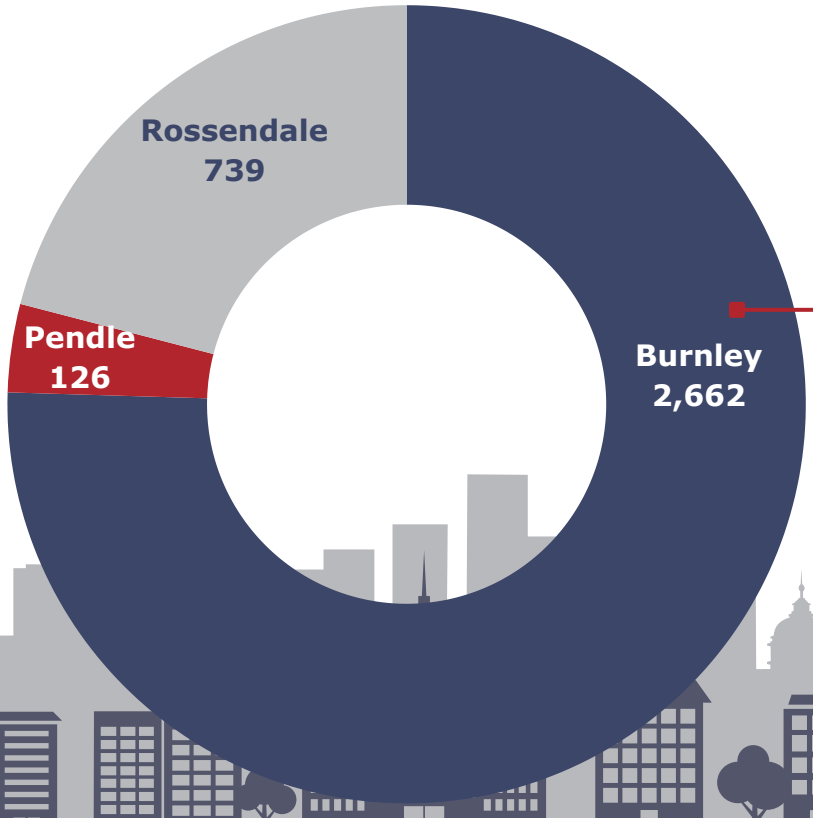
GROUP TRANSPORT



The number of unique group bookings, and the total number of journeys/trips per locality.

The total volunteer hours, and the total added value contributed to the local economy per locality.





The total miles travelled per locality.

GROUP TRANSPORT CASE STUDY

Friends Reminisce is a constituted volunteer-led community group for people with dementia and their carers. The aim of the group is to address some of the mental health and wellbeing issues that affect people with dementia and their carers by providing the opportunity for social interaction.

Friends Reminisce was set up to ensure that each individual member felt valued, and was given the opportunity to enjoy themselves. Social outings provide them with the opportunity to engage with other people and build friendships, giving them a sense of belonging and self-worth.

Lack of affordable transport for vulnerable people in Rossendale is a barrier to their taking part in community activities. The BPRCVS Minibus enabled members with dementia and their carers to enjoy social outings, to Blackpool Tower Ballroom for afternoon tea, to Skipton for a Canal Boat trip and to the Keighley & Worth Valley Railway for a ride on the steam train.

After years of social isolation because of Covid-19, the minibus literally opened the door to the outside world for the group and provided them with the opportunity to take part in a shared activity that created a sense of togetherness and belonging. Going out as a group was the perfect way for carers to relax and unwind, it gave them a welcome break from their caring role. It also gave carers a chance to share experiences and support each other.

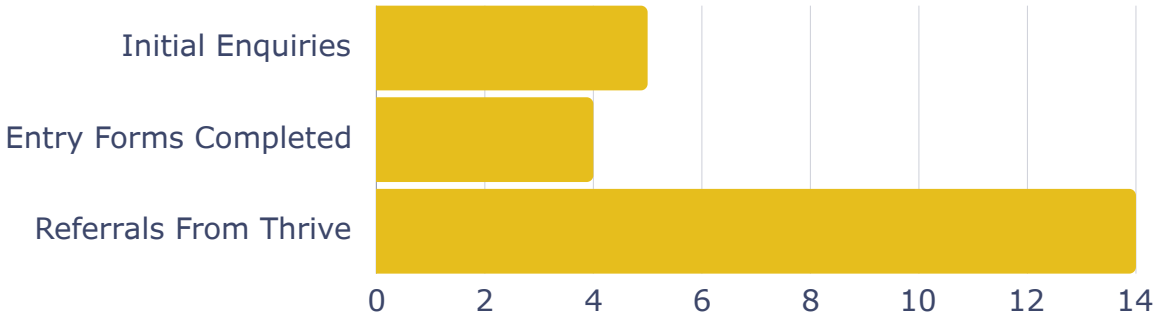
A great big thank you to everyone involved with the running of the BPRCVS Minibus, especially Sue, Tony and John, who go that extra mile to ensure that the service is reliable, responsive and respectful to the needs of vulnerable people in Rossendale.

EMPLOYMENT & SKILLS

STRENGTHENING COMMUNITIES:
PASSPORT TO HEALTH & EMPLOYMENT

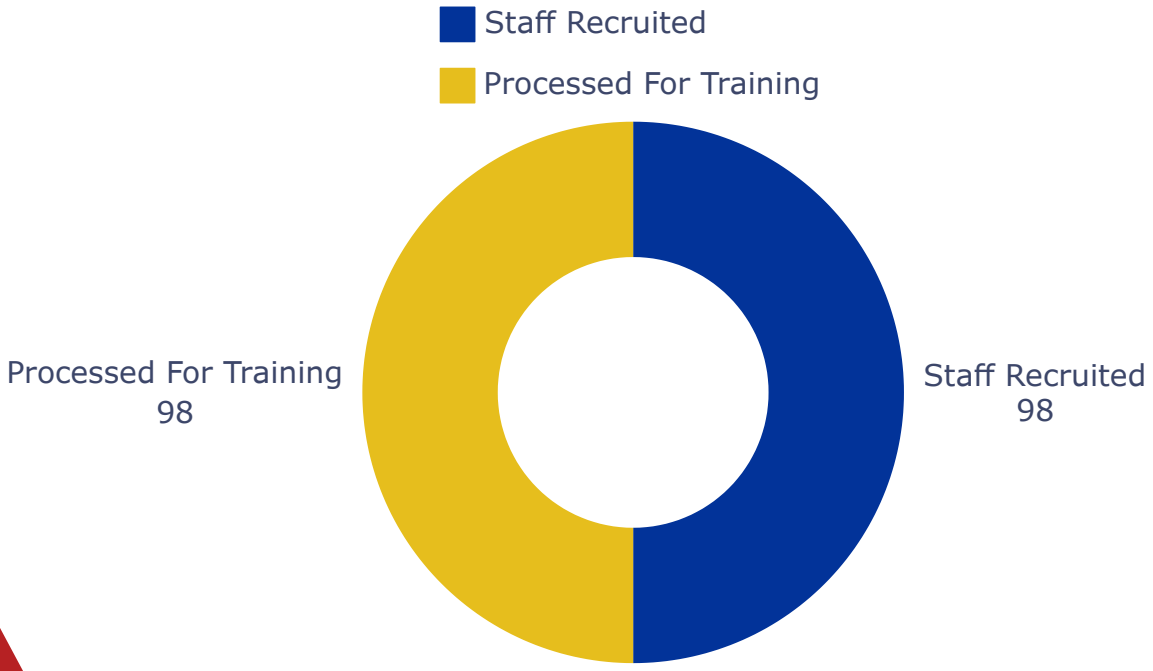
Funded by the EU's European Social Fund, this project is delivered in partnership with Community CVS and helps unemployed and economically inactive people in Burnley and Pendle into employment, training or support with job searching.

This project concluded in September 2023 having already fulfilled the desired targets. Volunteering support was still provided to those who enquired or who were referred in Burnley, but the project stopped actively recruiting. Participants recruited during this period were advised a new project was commencing in October 2023 which would be able to provide similar support to the residents of Burnley.



UPSKILLING

Similarly, the Upskilling project, also funded by the European Social Fund, concluded at the end of the first quarter in June 2023.



European Union
European
Social Fund

UK SHARED PROSPERITY FUND:
PEOPLE & SKILLS

The People & Skills project launched in October 2023 supports Burnley residents with a variety of employment and skills needs. From support with CV writing and job applications, to confidence building and interview skills, we help the people of Burnley on the journey into the workplace.

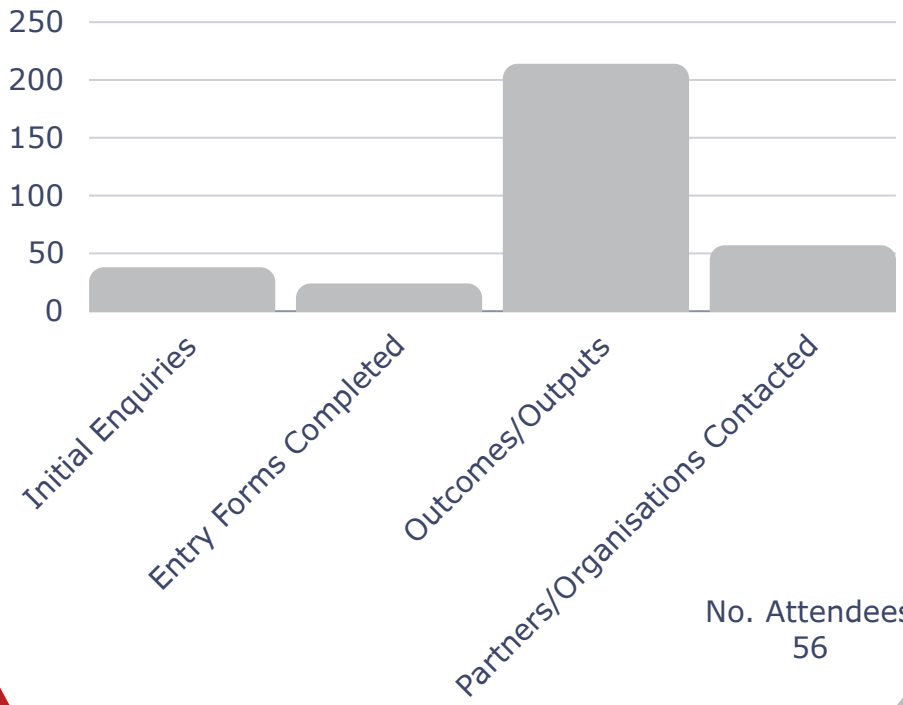
This project also provides a range of training and volunteering opportunities which enable participants to develop skills and experience desired by employers.

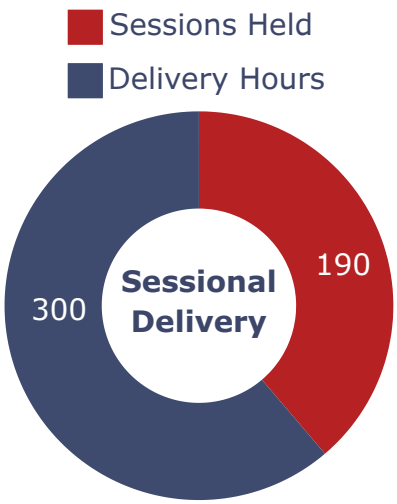
With a focus on health and wellbeing too, the People & Skills project runs sessions on a one-to-one and group basis, developing a plan to work through the barriers preventing access to employment.

People & Skills supports those classed as economically inactive. By additionally developing passive income and self-employment support sessions, we are able to provide and deliver a rounded platform of employment and skills support designed to help everyone.

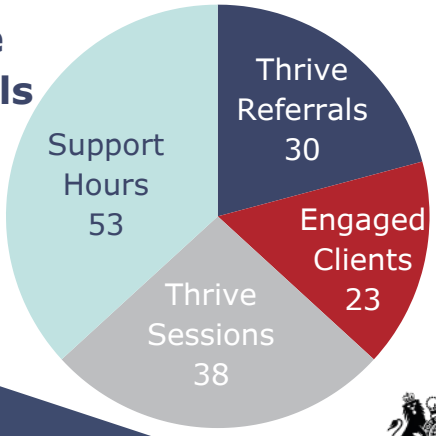
This project is funded by the UK Government through the UK Shared Properity Fund.

The figures shown are for the period October 2023 to March 2024.

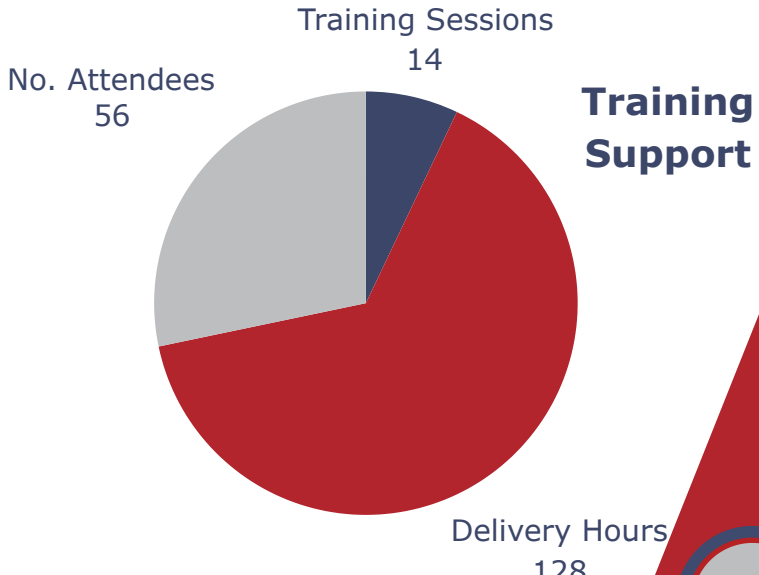




Thrive Referrals



Training Support



Funded by UK Government

EMPLOYMENT CASE STUDY

Our client came to us as she was at college studying Uniformed Services and feeling a little isolated, as she wasn't really making friends and wanted to feel more connected to her community. Many of her friends were now working and had an income so they could afford to be out and she was feeling left behind.

We discussed the role she would like to do going forwards, working towards being a Police dog handler and suggested on her time off college she started to volunteer with the Police cadets. In doing this she is much more likely to be taken on by the Police who often will ask for approximately 2 years of volunteering in your community to be accepted.

We started with volunteering at Gannow Community Centre in the kitchen and at events whilst DBSs came through for volunteering with the cadets. We spoke about her pathways to the role she desires. Having a disability, hearing issues, she needed to work through her own anxieties over employers expectations and her expectations.

She started volunteering with the cadets but she still felt she was missing out on life, she wanted to feel connected with her friends. We decided to look for a part time job she could do which would give her experience and she would enjoy. We found a role as a glass collector in one of the pubs in Burnley for 12 hours on a Friday and Saturday evening. She is about a month into this role and is loving it. The job gives her confidence and she has realised her disability is not a hindrance in the workplace. She is witnessing the community and the environments she may need to work in – gathering those anecdotes needed for a job interview.

The work does not interfere with her volunteering with the Police cadets which she is loving also. She was taking part in a terrorist attack simulation a week or so ago which was ' an amazing and petrifying experience I never thought I would have, it was great'. This experience is also adding to her studies.

She is feeling connected to friends again. She can now afford to go to the pictures, and she is saving up for driving lessons so she can progress her career.

We will continue to keep in touch with her to see if we can help in any other way.

Here she is, pictured on the right, helping out volunteering at an event at Gannow Community Centre.

HEALTH & WELLBEING FOR CHILDREN & FAMILIES

HEALTH & WELLBEING FOR CHILDREN & FAMILIES

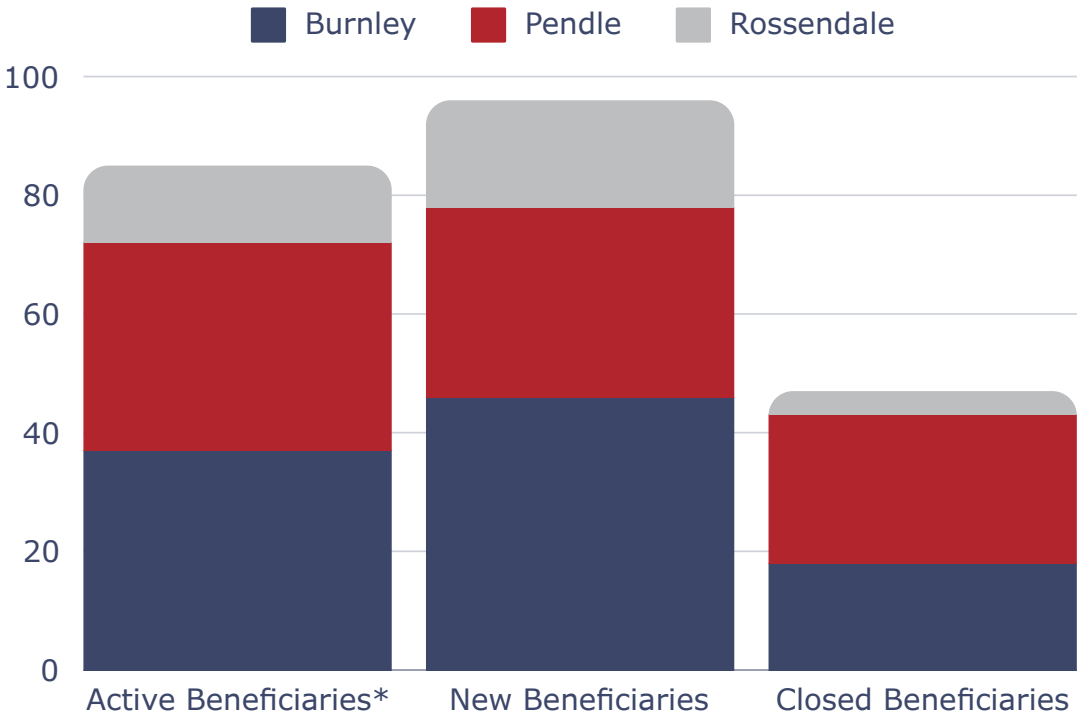
The BPRCVS Health & Wellbeing for Children & Families Team supports children, young people and families in a variety of different ways.

We work with young people aged 8-18 and support them in finding the appropriate groups, support and activities by carrying out an initial assessment with them, and a dual assessment with their parent/guardian. The initial assessments help to develop an action plan of need, activities and interests.

The Team and our wonderful volunteers will then support the young person to attend the first session or two of groups and activities they choose to explore.

We provide some group activities ourselves, which we vary according to the different needs of the children and young people we support.

Our aim is to empower children and young people, build confidence, learn new and different skills, promote wellbeing and make new friends all whilst having fun.



*Active as of 31st March 2024.

Totals Across All Areas

96
New Referrals

85
Active Beneficiaries*

47
Closed Beneficiaries

1,152
Hours of support delivered to children, young people and their families across all localities by the Team.

£484.53
Of added value contributed to the local economy from a total of **4** volunteers giving **46.5** hours of their time to support children and young people.

HEALTH &WELLBEING FOR CHILDREN & FAMILIES CASE STUDY

The young person and family were not happy with the support received at their current school. There was a lack of communication with school, and the family wanted more support for their child. It was decided the young person would try a managed move.

They were excited to attend a new school, however following the first day their parent text to say their child had not had a good day. They were really upset and did not want to go to school the following day. We had a meeting with the school booked for that week which the parents knew about. The parent sent a text message saying the young person was very upset going to school, and they were requesting a meeting with SENCO and pastoral.

We went to see the young person who talked about getting lost around the new school and not knowing who to ask for help. The young person talked about things that were supposed to be put in place, but hadn't been, and they were worried about accessing homework.

After the meeting with the young person, we met with the external agency coordinator in school to discuss some of the concerns as she had spoken with the young person that morning. We went through a list of concerns and it was agreed how things were going to be put in place. The school was very supportive in wanting to make the transition as smooth as possible.

We spoke with the parents and explained what had happened whilst at the school, and said the young person seemed better having had these conversations. The parents were very grateful of our support. The following day we spoke with the mother who said the young person was like a different child and did not get upset going to school. They had been reading, which was something they did not really do, and had asked to be picked up a little later as they were going to go to the library first.

We like to ask the young people what activities they would like to attend in the future and many said they would enjoy a cooking activity. Listening to the young people's suggestions, we arranged a cooking activity for the October 2023 half-term school holiday.

Working together with Katie at Cookstars, we held two cooking sessions; one on 23rd October 2023 for the younger children, and another session on 26th October 2023 for the older children. The younger children baked a pizza pie, and coconut and lime cupcakes. The older children baked a carrot cake and cooked teriyaki salmon noodles.

All of the young people had a great time. This activity encouraged them to use their thinking skills, problem-solving skills, and creativity. Cooking enables the use of their skills and applied this into their cooking by counting, measuring, and following instructions.

Parents arrived a little earlier, before the end of the session, and watched the young people complete their recipes. It was lovely seeing them show their parents the food they had made. The parents were very thankful. We received feedback from the parents when we posted about the cooking activity on our Children and Families Facebook page.

HEALTH & WELLBEING FOR CHILDREN & FAMILIES COMMENTS

"Our children thoroughly enjoyed the pantomime and we as a family are extremely grateful to both of you and everyone involved in making this wonderful experience happen.

Thank you so much again for all your kindness and everything that was provided."

"It was nice to see other families at the show that we had met before from other activities run over last year.

Thank you so much for all you do Sammie and Sania for the children and families in the local area."

Parent of young person

"Amazing presentation about drugs.

I learned a lot of information.

Thank you."

Young person after We Are With You presentation about drugs use

"I felt scared before the activity but it made me feel brave once I had done it. It's really, really good, fantastic and amazing."

Young person after Burnley Youth Theatre session

"I just wanted to say a big thank you for last week, and that I got to experience things not many other people my age can.

I met wonderful new people and actually became close with 1 and I'm still in contact with.

I'm mainly thankful of how much this trip has changed me. I feel a lot more happier and proud of the things I've done and achieved. I'll never forget the amazing memories and friends that have been made.

So again, thank you so much for this wonderful experience."

Young person after Rotary Young Leaders' Course

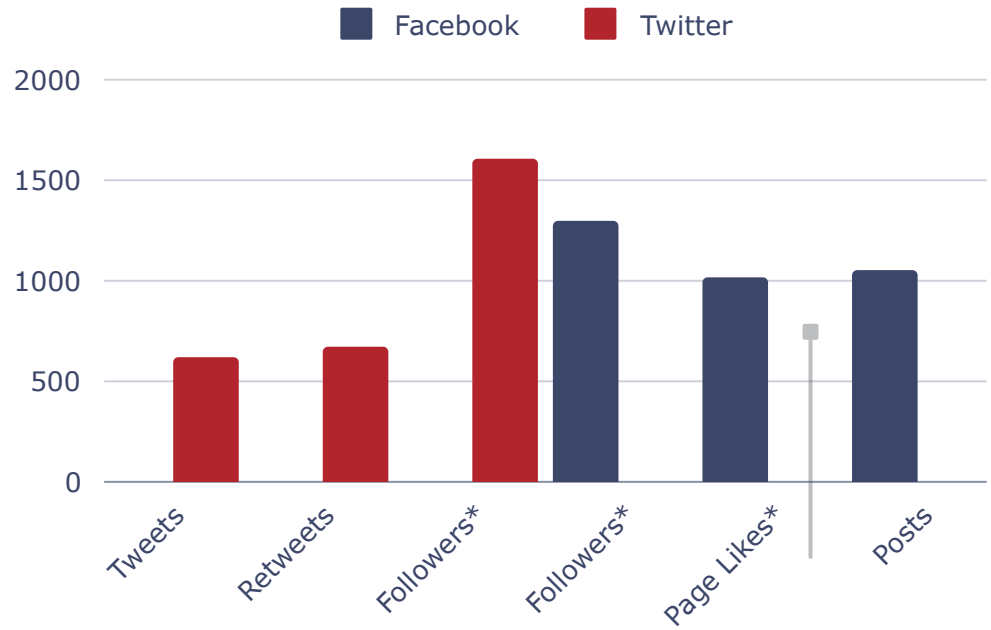
MEDIA & COMMUNICATIONS

MEDIA & COMMUNICATIONS

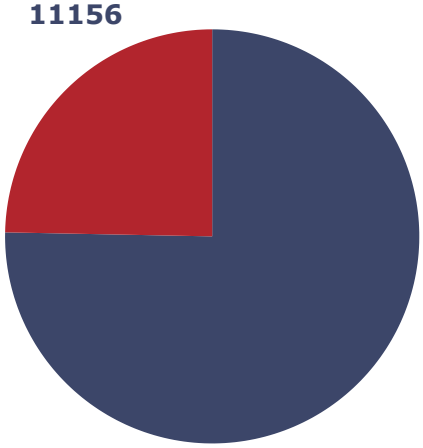
BPRCVS utilises a variety of media to communicate with the VCFSE groups, organisations and communities in Burnley, Pendle and Rossendale, and beyond.

The BPRCVS website is updated weekly with the latest news, activities, events, funding, volunteering opportunities, jobs and more. Our website is a portal of sector and community information which attracts thousands of visitors each month.

BPRCVS sends weekly newsletters to hundreds of subscribers to share information among organisations, groups, partners, funders colleagues and residents throughout the localities we support. Our social media channels share the latest content and continue to grow from strength-to-strength and have become an important engagement tool and source of information for communities.

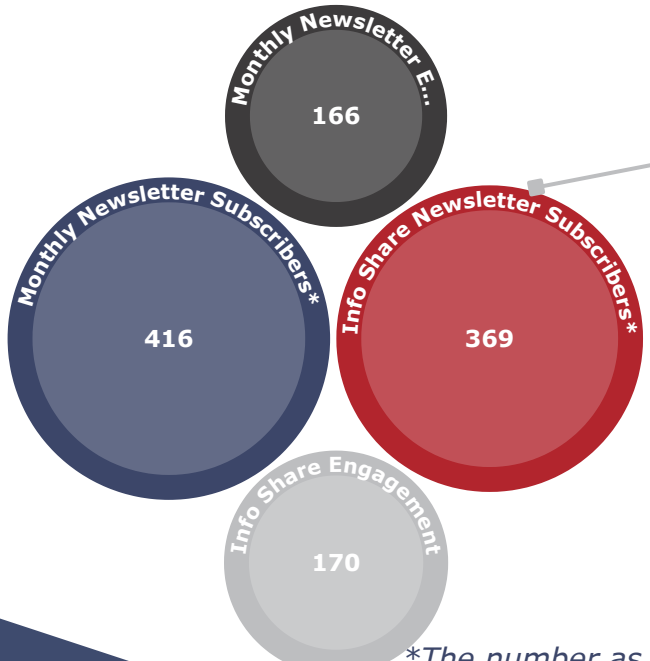


Average Monthly Twitter impressions
11156



Average Monthly Facebook Reach
34029

Social media has become a primary communication method with an average monthly reach of just under **33,700** people, and a total of more than **2,600** followers across both channels.



57.5% of Info Share subscribers regularly engage with content, and **40%** of monthly newsletter subscribers doing the same.

**The number as of 31st March 2024.*

THE CVS CENTRE

THE CVS CENTRE

The CVS Centre is centrally situated in the heart of Burnley and is the primary home of BPRCVS staff. However, it is more than simply our main office. We have rooms available for hire to VCFSE groups and organisations, we operate a food share scheme from the centre in partnership with Burnley Together and Burnley Football Club in the Community (we issued a total of **87 food parcels** this year), and we are an officially registered 'Warm Space' along with several schemes, both local and national.

The CVS Centre is also home to many resident organisations and a number of local VCFSE groups who regularly use the centre. One resident, Freeflow Counselling, celebrated their 25th anniversary in late 2022, with the majority of these years spent based in The CVS Centre.

The CVS Centre has also become Burnley's driving theory test centre which has proven to be very popular as it provides easy and local access for Burnley, Pendle and Rossendale-based residents.

Our volunteer reception team are vital to the smooth running of The CVS Centre in answering calls, signing visitors in, signposting residents, and more.

865

Room bookings made by VCFSE groups and organisations.

2,029

Of sessional hours delivered by VCFSE groups and organisations.

6,363

Visitors to The CVS Centre.

3

Regular groups access The CVS Centre*.

4

Resident groups based at The CVS Centre*.

163

Direct signpostings or referrals to other VCFSE services.

7

Volunteers give their time each week to staff our reception at The CVS Centre*.

2,026.5

Over **3,193** volunteer hours provided by our volunteer reception team.

£21,116.13

Of added value contributed to the local economy of Burnley.

**As of 31st March 2024.*

THE CVS CENTRE CASE STUDY

LP – BPRCVS Reception Volunteer

'Up until I was twenty and got married I lived in the one place. After this I moved with my husband, who served in the forces, to Cyprus, Dusseldorf, Berlin and London. When he left the forces we moved to Denholme. We split up and I had more moves to Warrington, South of England and finally Burnley. I made friends along the way but as time went on we lost touch and when I moved here the only person I knew was my son and his wife.

I knew I would have to do something apart from sit on my own watching TV and knitting outfits for premature babies (my granddaughter was one).

I came to BPRCVS to see what I could do. Janette (Volunteer Co-ordinator at the time) asked me if I would like to help in reception as a volunteer. I spoke to Carol, the Buildings and Volunteer Projects Manager and then began my journey with CVS.

I had a reason to get up in the morning and looked forward to coming to the Centre. During Covid I had to remain at home for two three-month periods as I have type 2 diabetes. I couldn't wait to get back to volunteering.

An opportunity came up for me to apply for part time hours and I jumped at the chance. Now I do both roles, volunteering and paid employment, both of which I enjoy this gives me a purpose in life.

I am well past retirement age but as long as my body allows me to, and CVS wants me to, I will continue.'

RESIDENT ORGANISATIONS

Freeflow Counselling Service

- Approachable, professional and sensitive counsellors offering a wide range of counselling approaches to provide the right support for you
- We share a personal commitment and an ethical responsibility to practice to the highest professional standards in the field

ingeus

- Our service is tailored around you and your needs, working with health professionals, employment specialists and local community organisations to create a support package to help you find the right job, at the right time
- Support for unemployed people with health conditions or disabilities and also to help long term unemployed individuals as well as those who might need some specialist support

The Wildlife Trusts Lancashire, Manchester & N Merseyside

- The local wildlife charity, working to protect wildlife and nature for the future
- A key voice for nature, both locally and nationally
- Manage reserves, deliver specialist projects and have a people and wildlife team engaging people in sustainable living and conservation

smile RESOLVE

- Our mission is to empower people of all ages and backgrounds to prevent, manage and resolve conflict and get the best outcomes from their conversations
- Our vision is to have communities and workplaces where relationships are good and healthy and where people feel happy, safe and able to prevent, manage and resolve conflict quickly and effectively for themselves
- Our approach is to bring about transformation through conversation and negotiation using a structured process and at the same time up-skilling individuals to embed new skills more widely.

we are with you

- Help people change their behaviour to become the very best that they can be whether drug or alcohol use, or worries about their mental health
- Work with adults and young people in community settings, prisons, residential rehab and outreach

The Oasis

- We are a community support group that aims to help people experiencing mental health and other issues such as loneliness and isolation brought about by COVID.
- We put on regular varied activities, such as bingo, quizzes, arts & crafts, and music evenings.
- We offer private one to one mental health support sessions by a trained counsellor and also a variety of massages from a qualified massage technician, both for a small charge

CVS GANNOW COMMUNITY CENTRE

CVS GANNOW COMMUNITY CENTRE

The CVS Gannow Community Centre continues to go from strength-to-strength. The Centre continues to be very popular with the local community, and VCFSE groups and organisations alike.

The Centre accommodates a range of groups and organisations which provide a variety of services for local residents and beyond.

The Gannow Community Café and Food Share programme remain a vital service. The Café volunteers are a crucial part of the Centre's team and their dedication has been fantastic.

In the summer of 2023, our brand-new volunteering project, Volunteering For Wellbeing & Community Hub based itself in the centre.

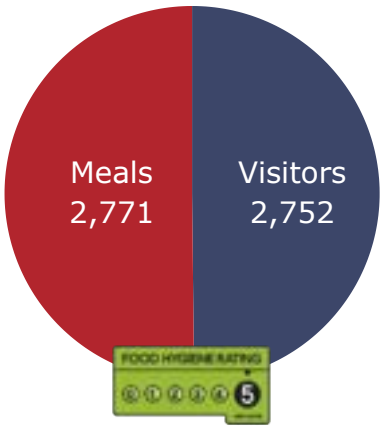
1,023

Room bookings made by VCFSE groups and organisations.

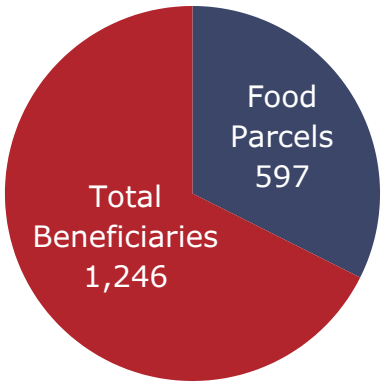
3,542

Of sessional hours delivered by VCFSE groups and organisations.

Gannow Community Café



Foodshare



24

Regular groups use Gannow Community Centre.

7

BPRCVS events held at Gannow Community Centre.

36

Volunteers give their time each week in a variety of roles at Gannow Community Centre*.

5,336.5

Of volunteer hours provided by our volunteers across all roles.

£55,606.33

Of added value contributed to the local economy of Burnley.

**As of 31st March 2024.*

CVS GANNOW COMMUNITY CENTRE

GANNOW BIG LOCAL

The Gannow Big Local Partnership was awarded £1 million from Local Trust 10 years ago to help improve facilities and services for Gannow residents.

The Partnership first met in 2013 where they appointed a Locally Trusted Organisation to keep the financial records of the Partnership. BPRCVS' great reputation for supporting community groups, individuals and organisations to deliver services in their communities, made us the obvious choice.

The full Partnership was made up of active residents, local councillors, a council representative, LTO representative, and a representative from Local Trust - the organisation who monitor the Big Local Programme. Calico and local businesses were also a part of the journey.

By 2015, the Partnership had established themselves as a resident-led organisation with ambitions to improve their area and the services provided. They (through BPRCVS) employed an Outreach Worker who worked with schools, groups and businesses in the community.

The Partnership wanted to encourage groups and organisations to deliver services in the area, particularly for young people. Services for young people had been cut and anti-social behaviour reports were increasing, particularly during school holidays.

The Partnership invested heavily in young people and families' services. Members had been talking to people and felt young people in the area needed a focus, support with aspirations, and families were struggling due to vital services closing, including the local Children's Centre. Parenting support was needed to back up the activities being put in place by Gannow Big Local for young people.

In 2017, BPRCVS, with support from Gannow Big Local, acquired Gannow Community Centre from Lancashire County Council and it has since become a thriving hub in the heart of the Gannow community. Many residents access the centre regularly as individuals or with their families.

The Partnership has funded seventy-one projects. These projects varied significantly, but generally were aimed at improving the health and wellbeing of local residents of all ages, and reducing anti-social behaviour. The combined interventions were so successful that reports of anti-social behaviour to GBL Members, the Police, and the Council dropped to zero within 6 months.

At the beginning of this programme, the Partnership had a clear vision of leaving a legacy which has come to fruition thanks to investment in support and activities for young people and families, improvements to the Community
Centre, Whittlefield Recreation Ground, Padiham Road Methodist Church benches, and a canal bench.

Gannow Big Local Partnership believes that things you can see are not the only legacy to be left behind. Young people are the future and leaving a legacy of aspiration for young people in Gannow is vital. To this end, Gannow Big Local continued to invest in large, commissioned projects such as Active Gannow, apprenticeships, providing activities, meals and family support.

The Partnership and BPRCVS have worked with the commissioned services on sustainability plans for after the Local Trust funding is complete. For instance, Active Gannow is now a constituted group in its own right and is able to apply for funding to provide activities for children and young people independently.

BPRCVS and the Gannow Big Local Partnership are organising a celebration event in May 2024 to mark the end of the ten-year programme and celebrate its achievements.

MEET THE TEAM

BPRCVS Trustees

2,110

Volunteer hours provided by our Board of Trustees.

Margaret Lishman
Chairman

Jackie Oakes
Vice Chair

Barbara Ashworth

Bea Foster

Saba Iftikhar

Peter Kenyon

Barbara Marshall

Philip Mousdale

Sue Shuttleworth MBE

Howard Thomas

Naz Zaman

£21,986

Of added value to the local economies of Burnley, Pendle and Rossendale from our Board of Trustees.

MEET THE TEAM

Chief Officer & Senior Management Team

Christine Blythe
Chief Officer

Tracey Noon
Operations Manager

Wendy Shaw
Finance/HR Manager

Carol Port
Buildings & Projects Manager

Lynne Hargreaves-Walker
Health & Wellbeing Program Manager

The BPRCVS Staff Team

Amanda Graham

Amy Whitham

Carole Williams

Charlotte Jarvis

Christina Howarth

Denise Smith

Farrah Rafiq

Ginny Neary

Heather Starkie

Joanne Green

Julie Overson

Katherine Ashworth

MEET THE TEAM

Katy Thornton

Lisa Ross

Lois Metcalfe

Lorna Powell

Louise Howorth

Michelle Graham

Michelle Walker

Salma Liaqat

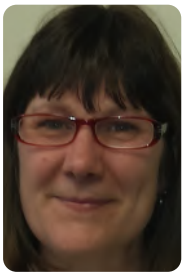
Sammie Taylor

Sania Farzana

Sharon Stott

Shaun Dodds

Stewart Smith



Susan Cole

Sylvia Pickles

Tabby Shah

Tom Knowles

Vicky Ogretmen

Zoe Brown

Contact Us

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01282 433740