Working in partnership in East Lancashire

BURNLEY PENDLE & ROSSENDALE COUNCIL FOR VOLUNTARY SERVICE
Registered Charity Number: 1062446 Company Limited By Guarantee: 3328219

CVS HYNDBURN & RIBBLE VALLEY Community Voluntary Support

NHS Lancashire and South Cumbria Integrated Care Board

Social Prescribing Monthly Report February 2025

16,944

Total number of referrals to the programme since commencement
Includes HRVCVS figures from Jan to March 2020 and again from March 2022 excluding May 2022

£6,523,440

Approximate saving in GP appointment costs
Average GP = £64 per patient per 10-minute face to face appointment.
Average 6 visits per patient = £385 x 16,944patients
NB: this is GP time only taken from https://www.pssru.ac.uk/pub/uc/uc2020/2-communityhcstaff.pdf and does not take into account all other NHS services, other statutory services, etc

203,328+ hours of SP support
(Average of 2 hours per session x 6 sessions x 16,944 people)

Using the whole system approach to Social Prescribing

See back page for diagram.....

Check out our fabulous locality teams' performances overleaf...

Burnley

226
Referrals so far this year

23 New Connector Referrals

16 Closed Connector Cases

32 Current/Active Connector Cases

83 New Linkworker Referrals

85 Closed Linkworker Cases

81 Current/Active Linkworker Cases

The Team

Social Connectors

Joanne Green
Social Connector

Salma Liaqat
Social Connector

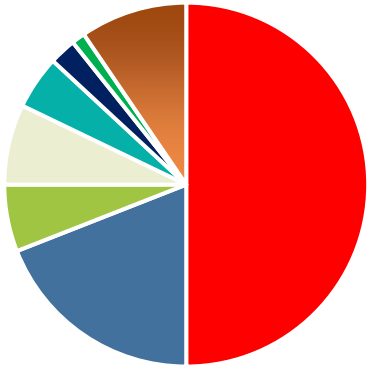
Social Prescribing Linkworkers

Louise Howorth
Full time SPLW (BE)

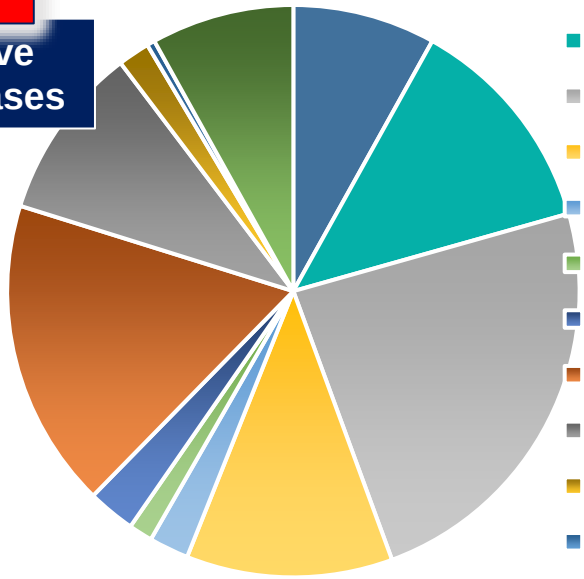
Lois Metcalfe
Full time SPLW (BE)

Vicky Ogretmen
Full time SPLW (BE)

Referrals from



Supporting people with



East Lancashire is very lucky to have ICB funding for small community organisations – without which our SP Team would not have any destinations for the people we help.

This month in Burnley we have:

Supported

37

Groups

Group Support & FundingTeam

Heather Starkie
Funding Co-ordinator

Katy Thornton
Comm. Dev. Worker

Julie Overson
Project Support

Given

64

Hours of group support

SP Team also attended

122

Hours of meetings

11

Hours of learning

Turn over to read one of our Burnley client's stories

33

VCF Organisations

23

Statutory Organisations

SP Team referred into

As well as supporting individuals the SP Locality Teams work closely with the wider BPRCVS & HRVCVS Teams to support vital community groups who provide the valuable services that support the people we support.

Sarah's story

Reasons indicated on initial referral

Social Isolation, Depression/Anxiety Referral from GP stated that the client has some physical health issues, which are "getting her down". GP said on referral that the client feels isolated and gets anxious going out alone due to past trauma.

Background of client

Client is a woman in her 70's who is diagnosed with a number of physical health conditions and has a diagnosis of anxiety and depression.

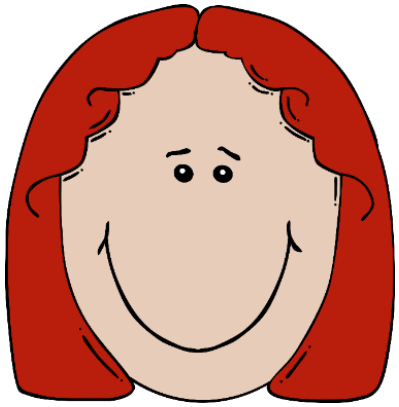
Initial Assessment and Support Provided

On initial phone call with the client, she told me that she often feels lonely, and said she would love to get out and socialise, however she feels very anxious and nervous about going somewhere new and meeting new people. We discussed a few different options of community groups, and she said she likes doing crafty type things. I sent her some information in the post about various local art and craft groups, so she could have a look through in her own time. She decided on a craft group that she would like to try, and I arranged to meet her and go to the first session with her. I met the client outside the venue and went in with her, to show her where the group is held, and I introduced her to the woman who runs the group. The client was made welcome by the facilitator, and others in the group, and she got chatting to other women in the group, and eventually said she felt comfortable enough for me to leave, and she stayed on her own.

Client Outcomes

The client said she really enjoyed the group and is looking forward to going again.

"Thank you so much. I would have never come to this group on my own. It was down to you for encouraging me, and coming with me, and introducing me to everyone. I was so nervous, but everyone in the group were so lovely and I really enjoyed it, and I will definitely be coming every week now"



Pendle

Helping people to help others

195
Referrals so far this year

26 New Connector Referrals

30 Closed Connector Cases

39 Current/Active Connector Cases

42 New Linkworker Referrals

46 Closed Linkworker Cases

61 Current/Active Linkworker

The Team

Social Prescribing Linkworkers

Pamela Bayliff
SP Linkworker (PE)

Zoe Brown
SP Linkworker (PW)

Amy Whitham
SP Linkworker (PW)

James Smith
SP Linkworker (PE)

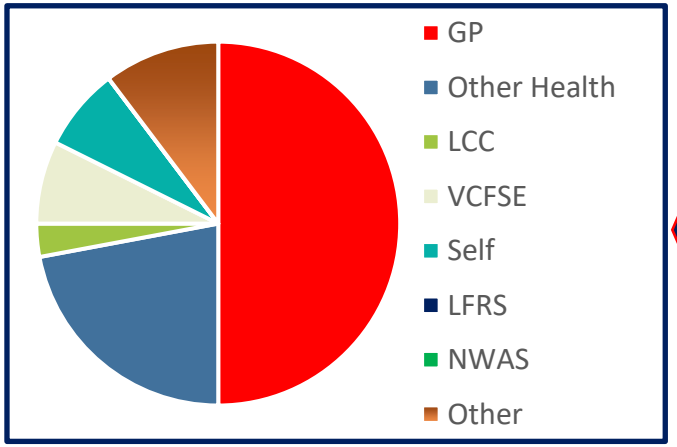
Rebecca Hayworth
SP Linkworker (PW)

Social Connectors

Farrah Rafiq
Social Connector(PW)

Sylvia Pickles
Social Connector(PE)

Referrals from



Supporting people with

East Lancashire is very lucky to have ICB funding for small community organisations – without which our SP Team would not have any destinations for the people we help.

This month in Pendle we have:

Given
43
Hours of group support

Supported
29
Groups

Group Support & FundingTeam


Heather Starkie
Funding Co-ordinator


Katy Thornton
Comm. Dev. Worker


Julie Overson
Project Support

SP Team referred into

351 VCF Organisations

19 Statutory Organisations

SP Team also attended

24
Hours of meetings

Turn over to read one of our Pendle client's stories

As well as supporting individuals the SP Locality Teams work closely with the wider BPRCVS & HRVCVS Teams to support vital community groups who provide the valuable services that support the people we support.

Abdul's story

Reasons indicated on initial referral

Client had previously been supported by social prescribing for help with rehousing. Client had self-referred into the service to request support with a rent debt.

Background of client

My client is a seventy-five-year-old gentleman with multiple health conditions. He was previously living in a private rental property with severe mould and damp, was supported to apply for social housing and had been rehoused into a one bedroomed bungalow in the local area. Client is unable to complete online forms, so support was given to apply for housing and council tax benefit. The referral was closed but client was advised should he require any further support in the future he can self – refer to the service by calling me directly. My client was feeling extremely happy and less anxious about his health once settled into the new property but then received a text message from the housing association requesting, he pays the outstanding rent debt. This caused a great deal of distress, but my client remembered what I had said and contacted myself directly.

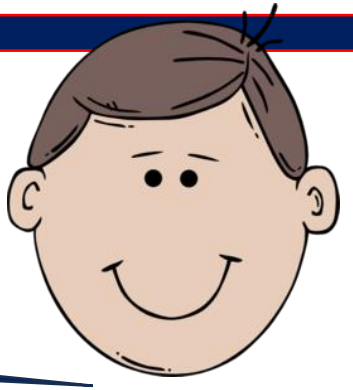
Initial Assessment and Support Provided

I went to visit my client and reassured him that whatever the issue was I am sure we would be able to sort it. We contacted the housing association's rent department, and it transpired that the weekly rent is due on the property in advance but the housing benefit is paid four weeks in arrears, so this was showing as a debt on my client's account. My client had used all his savings to move into the property so was not able to pay the one month's rent that was outstanding. I discussed with my client the option of applying for a grant to help cover this cost, which he agreed would be the best option. I liaised with the housing association's rent department to advise them of the grant application and to request that they refrain from sending the text messages that were causing my client the distress.

Client Outcomes

The grant application was confirmed and paid directly to the housing association to bring my client's account back into credit.

"I have never been in debt in my life and knowing I owed money was making me feel very stressed and anxious, I knew you would be able to help me get it sorted. It is so reassuring to know I can call you and you will help, you're a godsend"



Rossendale

Our Social Connector Team in Rossendale has been severely depleted recently with one of our Team Members retiring. We are recruiting and the Team will soon be back up to full capacity.

The Team

Social Connectors

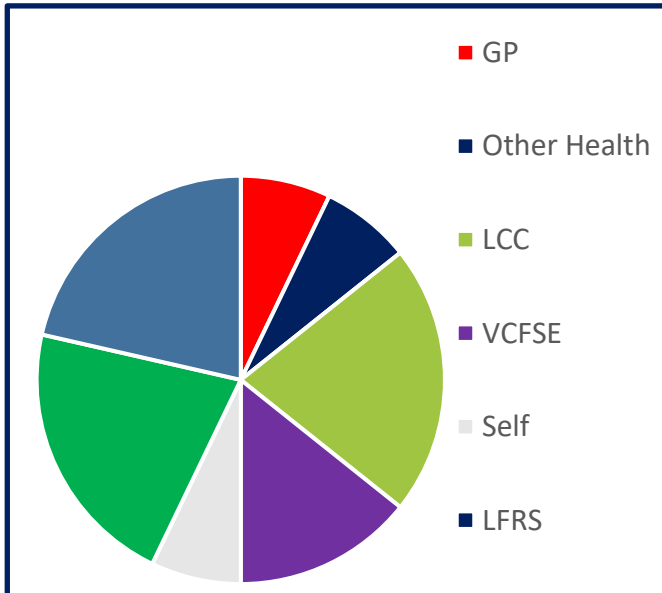
Charlotte Jarvis
Social Connector

28
Referrals so far this year

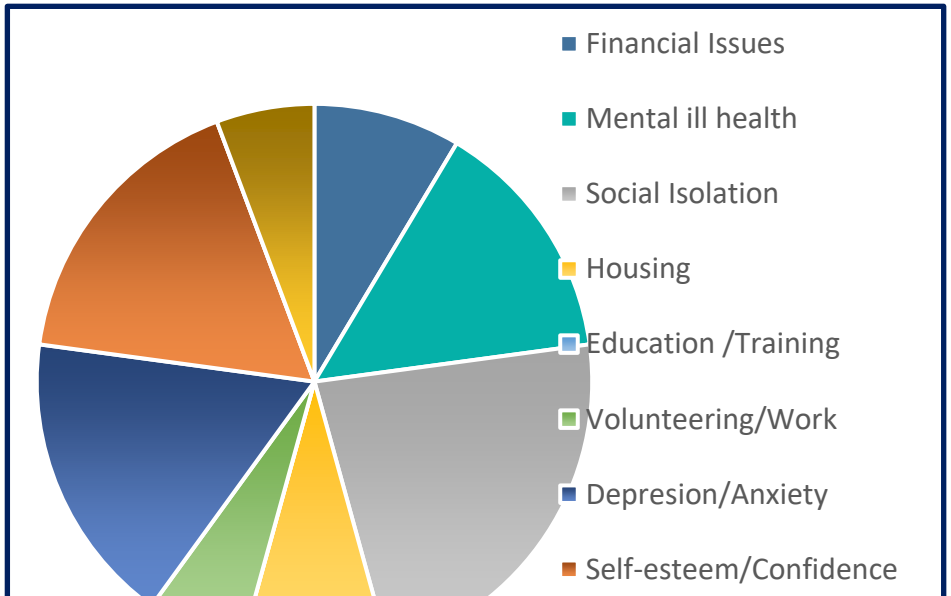
14
New Connector Referrals

29
Current/Active Connector Cases

Referrals from



Supporting people with



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This month in Rossendale we have:

Given

25

Hours of group support

Supported

13

Groups

Group Support & FundingTeam

Heather Starkie
Funding Co-ordinator

Katy Thornton
Comm. Dev. Worker

Julie Overson
Project Support

Turn over to read one of our Rossendale client's stories

As well as supporting individuals the SP Locality Teams work closely with the wider BPRCVS & HRVCVS Teams to support vital community groups who provide the valuable services that support the people we support.

Rose's story

Reasons indicated on initial referral

Housing Issues, social Isolation, Mental Health

Background of client

R, aged 22. Lives with mum and sister in isolated area. Difficult relationship with mother and sister. Extensive mental health issues in the past.

Initial Assesment

R was previously in facility as suffers with suicidal ideation. Feels isolated, difficult to find job sue to location and wants to get out of the house. We met at a cafe to discuss; R wants to work in a coffee shop as had Barista training. Managed to get volunteer position in coffee shop we met at. Discussed working with Rossendale Works re employability and perhaps R looking into her Masters degree as she has a PHD. Housing one of main issues so we agreed on next meeting would take some advice from housing needs team. Sought advice from HTT and IRS regarding some issues with R's mental health. They advised me that this is R's baseline.

Client Outcomes

R had to move to Manchester with a friend due to a physical attack on her by family member.

Rossendale Housing Needs team advised me that as R is effectively fleeing domestic violence, and they want to stay in Manchester, Manchester will be assisting in accommodating.

Thank you for all your help.

Pendle West Only
Social Prescribing for Children & Young People

SPLW - Children & Young People

Sania Farzana
SPLW – C&YP (PW)

Sammie Taylor
SPLW – C&YP (PW)

13
Referrals so far this year

7
New Referrals

34
Current Active

2
Closed

Although numbers of referrals are relatively low in comparison with the adult SPLWs, the complexity of issues being experienced by the young people (and their families) referred into our service is increasing. This means more time is being spent keeping young people safe and ensuring they have all they need to lead happy, healthy, empowered lives.

BPRCVS Trustees have had to make the difficult decision to pause referrals for all areas for this service apart from Pendle West.

Trustees have funded this service for a number of years out of reserves – this could not continue.

Pendle West PCN is at the vanguard of providing a social prescribing service for children & young people by funding 2 x 30 hours linkworkers.

Please contact tracey.noon@bprcvs.co.uk should you have any questions.

February Activities

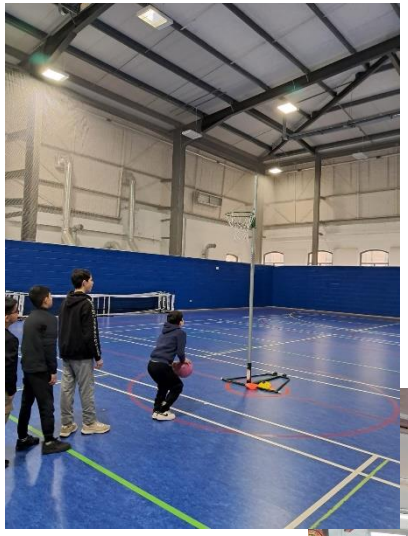
Delivered a Multisport activity at the Leisure Box in Brierfield on Wednesday 19th February 2025. Ordered a lunch buffet from Tuck in at Suzie's. Did minibus pick up and drop off in Brierfield and Nelson.

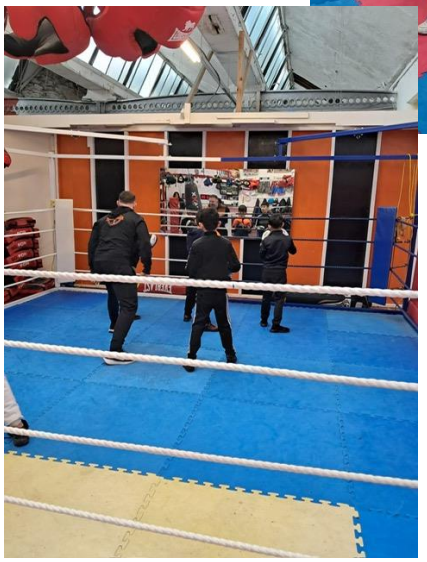
The activity went really well, and we received positive feedback from all young people.

Delivered a Boxing activity at Team Singy's ABC Boxing Club in Colne on Thursday 20th February 2025. Shayne delivered a 1-hour boxing taster session to our young people. Did the minibus pick up and drop offs in Brierfield and Nelson. Bought snacks and water/juice for the young people at the activity.

Received positive feedback from all young people.

Following the activity, one young person's parent asked us for Shayne's number.





Hyndburn

HYNDBURN & RIBBLE VALLEY Community Voluntary Support

93
Referrals so far this year

96
Current/Active Linkworker Cases

44
New Linkworker Referrals

62
Closed Linkworker Cases

The Team

Social Connector

Susie Edwards
Social Connector

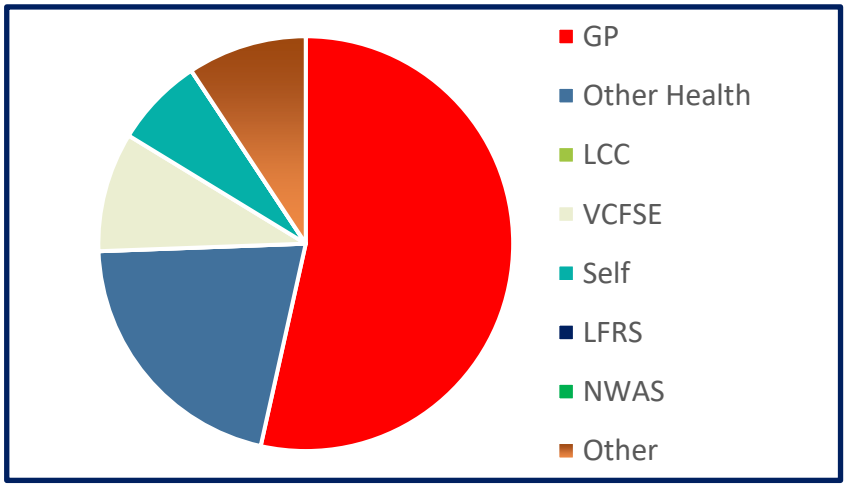
Shereen Gregory
Social Prescribing Linkworker

Social Prescribing Linkworkers

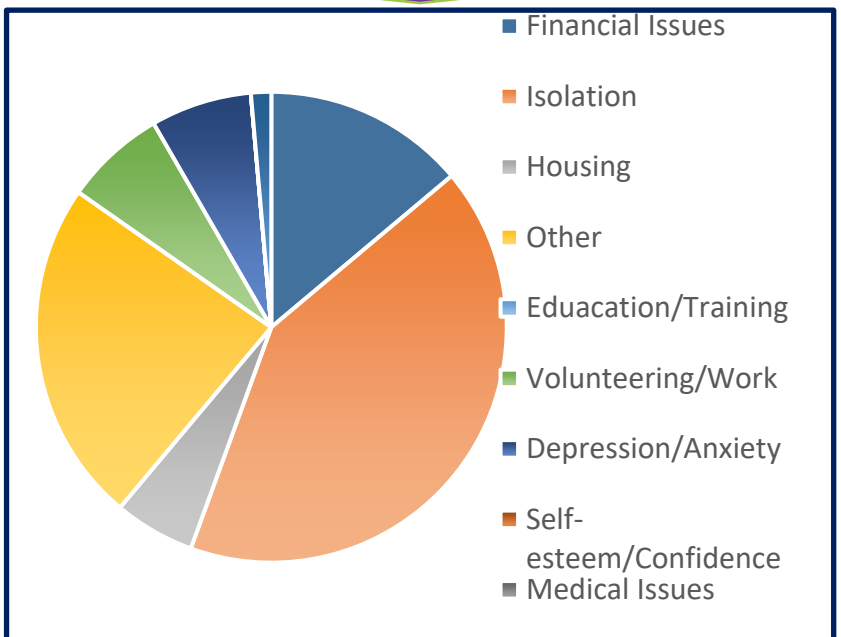
Zoe Yates
Social Prescribing Linkworker

Tracey Jones
Social Prescribing Linkworker

Referrals from



Supporting people with



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This month in Hyndburn we have:

Supported
25
Groups

Given
25
Hours of group support

Group Support & FundingTeam

SP Team also attended

15
Hours of meetings

22
Hours of learning

SP Team referred into

32
VCF Organisations

14
Statutory Organisations

Turn over to read one of our Hyndburn client's stories

As well as supporting individuals the SP Locality Teams work closely with the wider BPRCVS & HRVCVS Teams to support vital community groups who provide the valuable services that support the people we support.

Olivia's story

Reasons indicated on referral

An 81-year-old female was referred in by GP for housing. Her daughter has permission to discuss care and records and would be point of contact. They are struggling to know where to begin regards looking for suitable housing changes and social care needs. They are looking for supported living arrangements and thinks they need respite care for when daughter on holidays

Initial Assessment

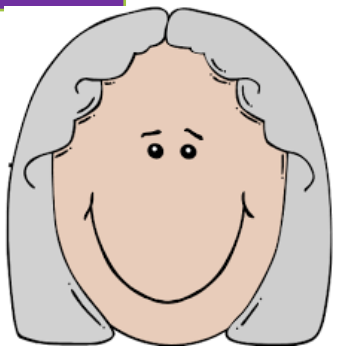
At the first appointment, her daughter came alone. She feels her mum has become very dependent on her, frequently calling her. She feels her mum wants to move in with her which would not be possible. Client is still driving and does attend a line dancing group in Clitheroe, however, her family felt it would be beneficial to attend local groups so she could build a local network. She says her mum is very reluctant to do this despite encouragement. They would like look at options for sheltered housing.

Support Discussed

Shereen met with client at her home, they took the client's dog out for a walk and discussed the situation. She didn't want to look at other housing but did engage in conversations around information about local social groups. She built a good rapport with her and agreed to meet her at Bank Mill Warm Hub and left her to decide when she was ready. When Shereen checked in with her a few weeks later in the new year, she had fallen and broken her shoulder so was unable to drive but was keen to meet at the warm hub. She got a taxi and Shereen met her there. She joined in with card games, chatted to lots of people who told her about other groups. One of them gave her a lift home which she appreciated. In addition to meeting the other people at the group, she has initiated a friendship with her neighbour as she has been round and passed on the information Shereen gave her about groups.

Client Outcomes

Her work with Shereen has helped her move forward from initial reluctance to engage with social groups to regularly attending a local group and widening her social network. This is a fantastic achievement considering she also broke her shoulder during her time working with Shereen. The injury didn't set her back, instead it seemed to increase her motivation to engage more with the local groups when she was unable to drive. She has said how grateful she is for the support she was given.



Ribble Valley

HYNDBURN & RIBBLE VALLEY
Community Voluntary Support

73
Referrals so far this year

The Team

Social Connector

Alison McGruer
Social Connector

Chelle Simpson
Social Prescribing Linkworker

Social Prescribing Linkworkers

Julie Mallinder-Smith
Social Prescribing Linkworker

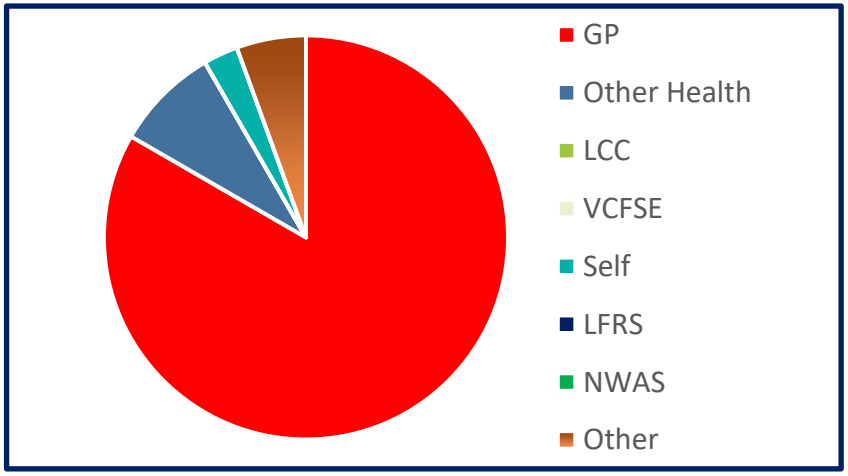
Ummul Fayyaz
Social Prescribing Linkworker

36
New Linkworker Referrals

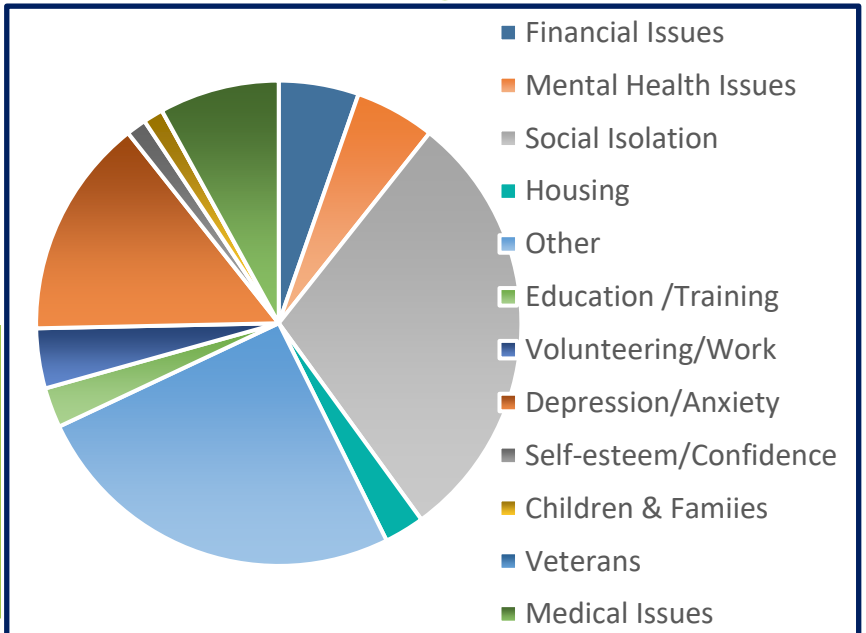
40
Closed Linkworker Cases

72
Current/Active Linkworker Cases

Referrals from



Supporting people with



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This month in Ribble Valley we have:

Given

29

Hours of group support

Supported

23.5

Groups

Group Support & FundingTeam

SP Team referred into

29

VCF Organisations

2

Statutory Organisations

SP Team also attended

49

Hours of meetings

Turn over to read one of our Ribble Valley client's stories

As well as supporting individuals the SP Locality Teams work closely with the wider BPRCVS & HRVCVS Teams to support vital community groups who provide the valuable services that support the people we support.

Grace's story

Reasons indicated on initial referral

Self-referral met colleague and discussed our service at the Olive Branch Café. Relationship Breakdown, Counselling Support for Adults, Links to Housing Support

Background of client

Female age 27, 2 Children, Diagnosis of Bi-polar, works, on maternity leave at the time.

Initial Assessment Support provided

Client's relationship had broken down, but they still live together with their two children, partner had asked her to move out. Client struggles with phone calls and filling in forms, requires support with this. Client had completed a hosing application form at the Olive Branch with support. She was asked by housing to fill in a housing assistance referral form, she tried to do this at home but it would not load, we completed this in the consultation. Client also wanted to apply for a PIP form but felt unable to do this alone, she was supported to make this call in our consultation, she was then advised when the form came to go along to the Olive Branch where she could be supported by the dept and benefit advisor to fill in the form.

concerns,s,s,Outcomes

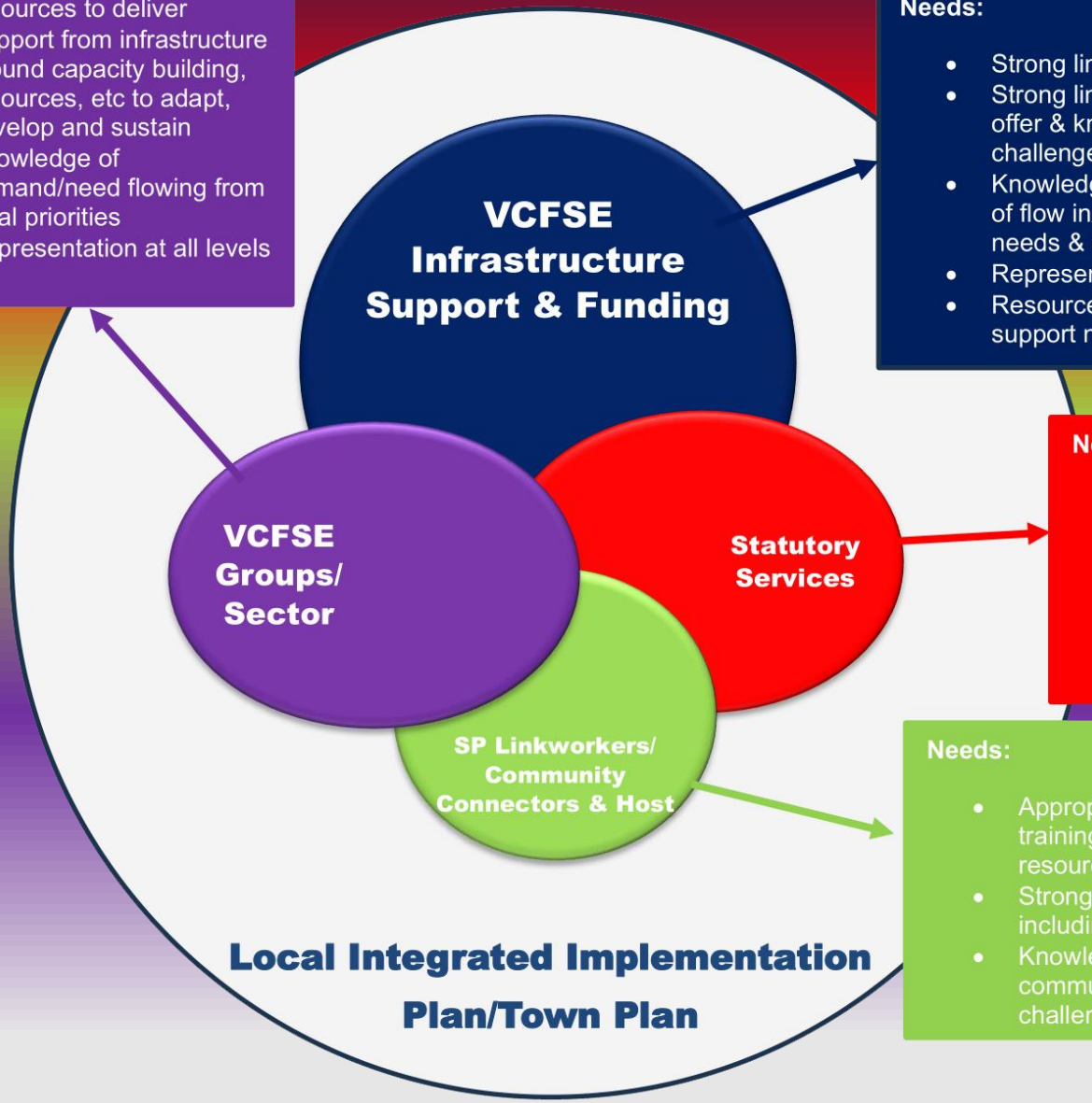
Client later requested support to make another call to PIP for an ID check. At that time, she given turn to US contact information to look at ow much UC she may be entitled to. Information also given for Talking Therapies for Self-referral, this was requested by the client for her ex-partner. At a later date the client was seen outside the office, clearly upset with one of her children, she was brought into the office and given time to talk through her concerns and her worries, she felt she was getting mixed messages from her ex-partner, understandably she was finding it confusing and didn't know what to do, she was grateful for the time given to her to get things of her chest, advised she may want to attend the Olive Branch to discuss with a professional.

Follow up with client she was getting support from the Olive Branch, and although she still had issues and concerns, she now felt she knew where to get the correct support required (ongoing)

Working in partnership using the whole system approach

Needs:

- Access to funding & other resources to deliver
- Support from infrastructure around capacity building, resources, etc to adapt, develop and sustain
- Knowledge of demand/need flowing from local priorities
- Representation at all levels



Needs:

- Strong links to all partners
- Strong links with VCFSE offer & knowledge of challenges & opportunities
- Knowledge & experience of flow in/out of community needs & community offer
- Representation at all levels
- Resources to deliver the support needed by VCFSE

Needs:

- Strong links to all partners
- Strong links with VCFSE offer & knowledge of challenges & opportunities
- Knowledge & experience of flow in/out of community needs & community offer

Needs:

- Appropriate management, training & supervision resource
- Strong links to all partners including the wider VCFSE
- Knowledge of flow in/out of community needs and challenges

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NHS Lancashire and South Cumbria Integrated Care Board