Social Prescribing

SEPTEMBER 2026

MONTHLY REPORT

Working in partnership in East Lancashire

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

Lancashire County Council

NHS Lancashire and South Cumbria Integrated Care Board

CVS HYNDBURN & RIBBLE VALLEY Community Voluntary Support

Social Prescribing is a person-centred, holistic approach to health and wellbeing that connects individuals to non-clinical sources of support within their community.

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Social Prescribing for Children and Young People at Nelson & Colne College Freshers Fair

What Is Social Prescribing?

Social prescribing offers a way to access non-medical support within the wider community. It connects people with local services, groups, and activities that help address emotional, social, and practical challenges recognising that issues like loneliness, housing problems, or financial stress can all affect our health and wellbeing.
Referrals are open to everyone and can come from schools, councils, health and care professionals or you can refer yourself.
Social prescribing can help people to:

- Build confidence and reduce feelings of isolation
- Manage mild to moderate mental health needs
- Access community services and peer support
- Take part in volunteering, training, or employment
- Improve quality of life and regain independence

By addressing the broader factors that influence health, social prescribing works alongside traditional medical care. It reduces pressure on NHS services, provides early intervention, and empowers individuals to take greater control of their wellbeing.

In East Lancashire, BPRCVS and HRVCVS deliver high-quality social prescribing in partnership with Primary Care Networks (PCNs), the voluntary sector, and other local partners. This work is supported by Integrated Care Board (ICB) and Lancashire County Council Adult Social Care (LCC ASC) funding, and relies on the strength and diversity of our local community groups.

22,381

Total number of referrals since commencement.

Includes HRVCVS figures from Jan 2020 to March 2020 and again from March 2022 excluding May 2022.

£8,616,685

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 22,381 patients.
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.

268,572

Hours of SP Support

(Average of 2 hours per session x 6 sessions x22,381

Meet The Team!



Lynne Hargreaves-Walker
Health & Wellbeing Programme Manager



Tracey Noon
Operations Manager

Burnley



Louise Howorth
Social Prescribing Linkworker (BE)



Vicky Ogretmen
Social Prescribing Linkworker (BE)



Lois Metcalfe
Social Prescribing Linkworker (BE)



Christina Howarth
ASC Social Connector



Carol Driver
Social Connector



Joanne Green
Social Connector

Pendle



James Smith
Social Prescribing Linkworker (PE)



Amanda Nowell
Social Prescribing Linkworker (PW)



Zoe Bell
Social Prescribing Linkworker (PW)



Julie Holden
Social Prescribing Linkworker (PW)



Pam Bailiff
Social Prescribing Linkworker (PE)



Farrah Rafiq
Social Connector



Rebecca Hayworth
ASC Social Connector

Rossendale



Rebecca Nolan
Social Connector



Jonathan Sheriff
Social Connector



Annie Anderson
ASC Social Connector Hoarding all areas

Group & Volunteer Support Team



Heather Starkie
Funding Co-ordinator



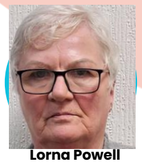
Rebecca Nolan
Group Support & Training



Julie Overson
Project Support



Salma Liaqat
Admin Support



Lorna Powell
Admin Support



Caroline Littleworth
Volunteering & Group Support Co-Ordinator

Children & Young People Team



Sammie Taylor
Social Prescribing Linkworker – C&YP (PW)



Sania Farzana
Social Prescribing Linkworker – C&YP (PW)



Andrew Robinson
Social Prescribing Linkworker – C&YP (BE)



Sylvia Pickles
Social Prescribing Linkworker – C&YP (PE)

Hyndburn & Ribble Valley



Social Prescribing Lead



Social Prescribing Linkworker



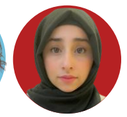
Green Social Connector



Social Prescribing Linkworker



Social Prescribing Linkworker



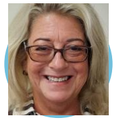
Social Prescribing Linkworker



Social Prescribing Linkworker



Social Prescribing Linkworker



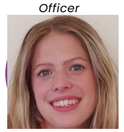
Social Prescribing Linkworker



Dorothy Parsons
Project Support



Administration Officer



Admin & Marketing Apprentice

Burnley

766
Referrals So Far This Year

26
New Connector Referrals

23
Closed Connector Cases

34
Current/Active Connector Cases

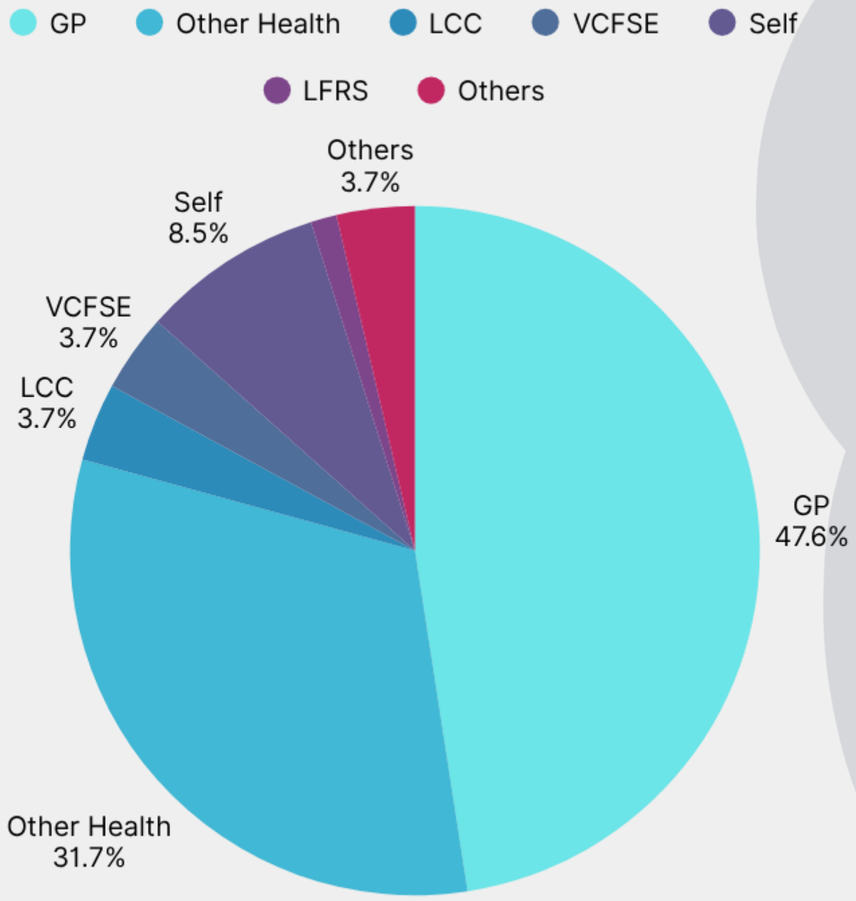
58
New Linkworker Referrals

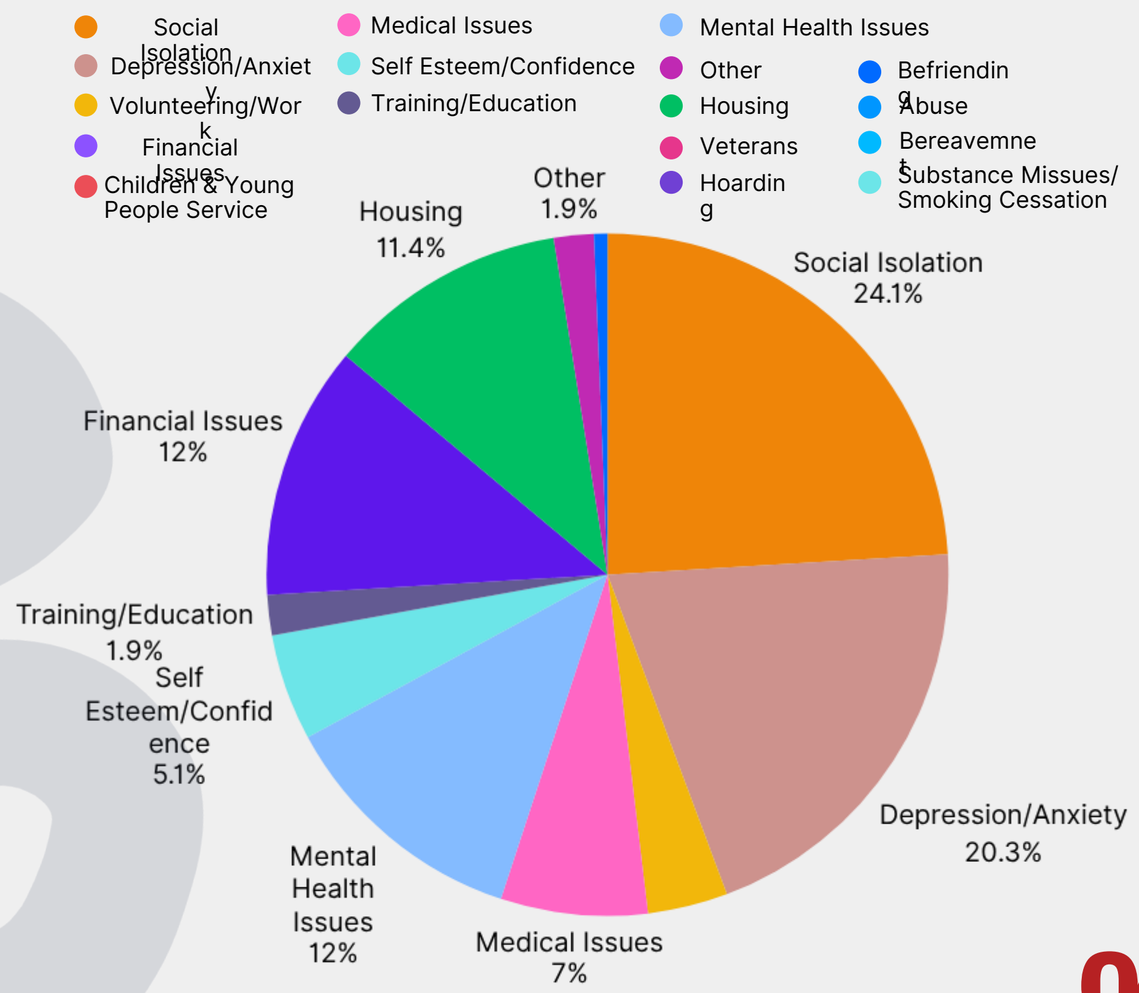
77
Closed Linkworker Cases

72
Current/Active Linkworker Cases

Burnley Referrals From

Supporting People With





Burnley Group & Volunteer Support Team

Burnley		Group Support
Supported	28	Unique Groups
Support Given	53:45	Hours of Group Support
SP Team Attended	73	Hours of Meetings
SP Team Attended	14	Hours of Training
SP Teams Referred into	35	VCFS Organizations
SP Teams Referred into	28	Statutory Organisations
Burnley		**Volunteering**
Enquiries Recieved	21	Individuals
Currently Volunteering	20	Individuals

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.

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.

Burnley
Helped me 100%

ONS4	Life Satisfaction	Anxiety	Happiness	Worthwile
Initial	5	5	6	3
Final	8	4	8	7

Jack is a lot more satisfield with life and he is feeling more worthwhile. He is much happier and his anxiety has reduced.

Reason Indicated for Referral

Jack completed a self-referral stating struggling with brain fog and fatigue, recently been diagnosed with a prolactinoma, mild COPD, arthritis in lower spine, unsure if able to work due to health conditions, in receipt of Statutory sick pay but not sure where to start with looking for financial help. Attempted to seek help but struggling with what to do next due to brain fog.

Background of client

cMale aged 54 living alone with little support from family and friends.

Initial Assessment and Support Provided

·Employed as joiner, currently off sick. In receipt of SSP which isn't enough to pay the bills. Struggling to buy food and basic essentials. Lives in own home with mortgage. Increasing debt due to low income whilst on sick.
·Struggling in the home due to mobility difficulties and would like OT assessment for low level equipment.
·No working boiler
·Socially isolated now not going to work
·In process of applying for Universal credit and PIP

Client Outcomes

·Completed Crisis and Resilience Fund application, received a food voucher and energy voucher.
·Referred to Council for help with funding to replace/fix boiler. They suggested Cosy Homes, completed a referral to Cosy Homes for client.
·Jack received help from ICANN with completing PIP form.
·Successful application for council tax support.
·Referred to Adult Social Care for Occupational Therapy Assessment
·Signposted to MS Angling fishing therapy

Client Comment

"Helped me 100%, more confident about whole process of getting some help and more aware of what actual help is out there, thank you"

Pendle

779
Referrals So Far This Year

24
New Connector Referrals

9
Closed Connector Cases

45
Current/Active Connector Cases

55
New Linkworker Referrals

34
Closed Linkworker Cases

104
Current/Active Linkworker Cases

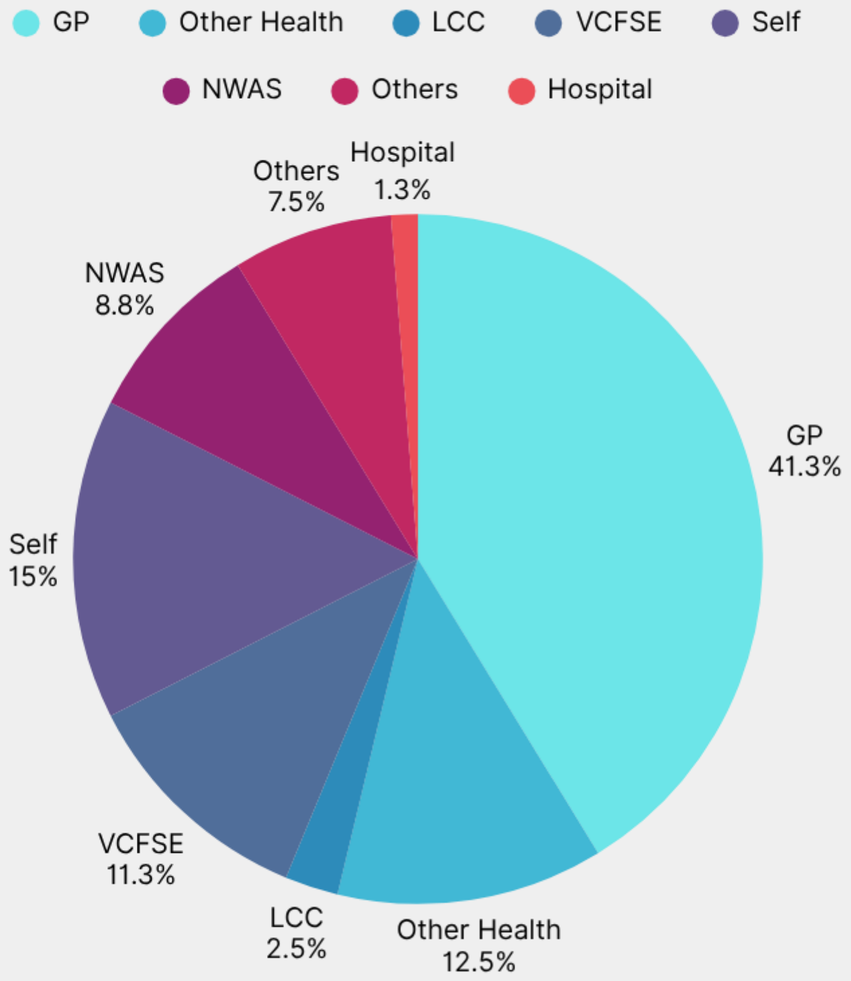
Reporting on behalf of Pendle East PCN

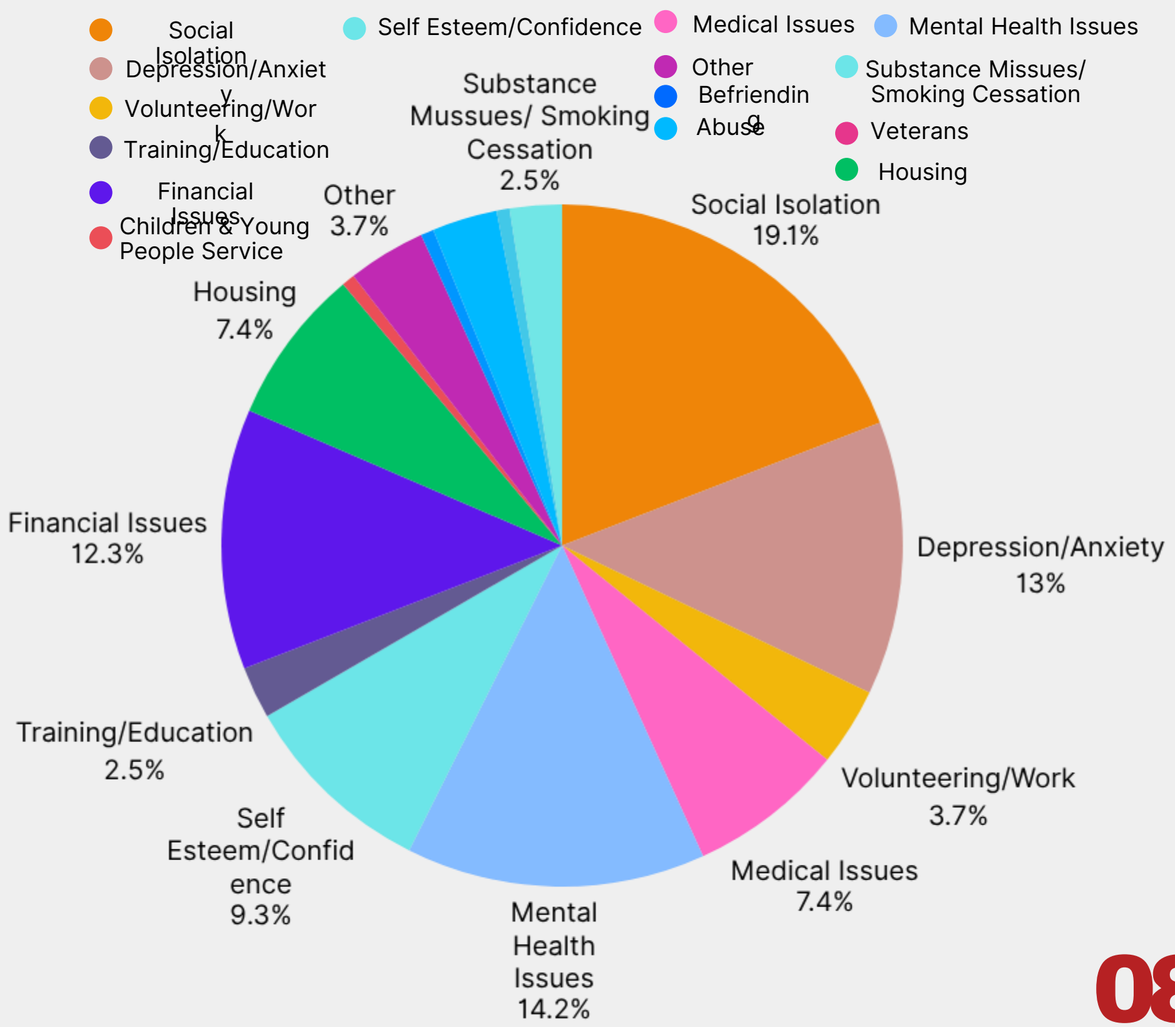
33
New Linkworker Referrals

11
Closed Linkworker Cases

Pendle Referrals From

Supporting People With





Pendle Group & Volunteer Support Team

Pendle		Group Support
Supported	18	Unique Groups
Given	58:40	Hours of Group Support
SP Teams Also Attended	19.5	Hours of Meeetings
SP Teams Also Attended	38.5	Hours of Training
Sp Teams Referred Into	59	VCFS Organisations
SP Teams Referred into	31	Statutory Organisations
Pendle		**Volunteering**
Currently Volunteering	6	Individual

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Pendle

I feel I have met the right person

Background of Client

Mother of two – One child is Autistic – Husband has been living abroad. UZ is not fluent with English a Struggles to speak or read as she came to the UK under family visa rights.

Reasons Indicated on Initial Referral

Uz was referred by the GP for support with form filling a Financial issues.

Client Outcomes

Uz was able to claim as single mum and be in control – she has now ended the relationship with her husband due to his absence.

She has been shown how to navigate the DWP app and NHS for prescriptions.

Uz is still accessing support though wanted to tell her story.

Initial Assessment and Support Provided

Uz was very reserved on her first assessment, and not being clear about what support she was wanting from the service. Once I managed to build my Rapport with Uz I was getting a clearer picture as to why she was financially struggling. (absent husband claiming for full family whilst abroad, Giving Uz limited access to money on request.) Uz did not think she could claim in her own right due to her status.
Supported with Following:
Checking Status via E- Visa platform
Submitting Application for UC & CB as single mum. DLA applied for childawaiting for Assessment.
Registration with carers Link, Carers Allowance application on hold until DLA awarded.
Shown how to Navigate on the NHS an DWP platforms.
New tenancy Sign up for Single Claim.
Finances to be dealt with, Once benefits are in Payment to set up payment plan.

Client Comments

Thank you for helping me and guiding me, I could not speak to anyone I felt anything I will discuss will go back to husbands' family, that's why it's taking me time to trust you. I feel I have met the right person.

Rossendale

159

Referrals So Far This Year

9

New Connector Referrals

29

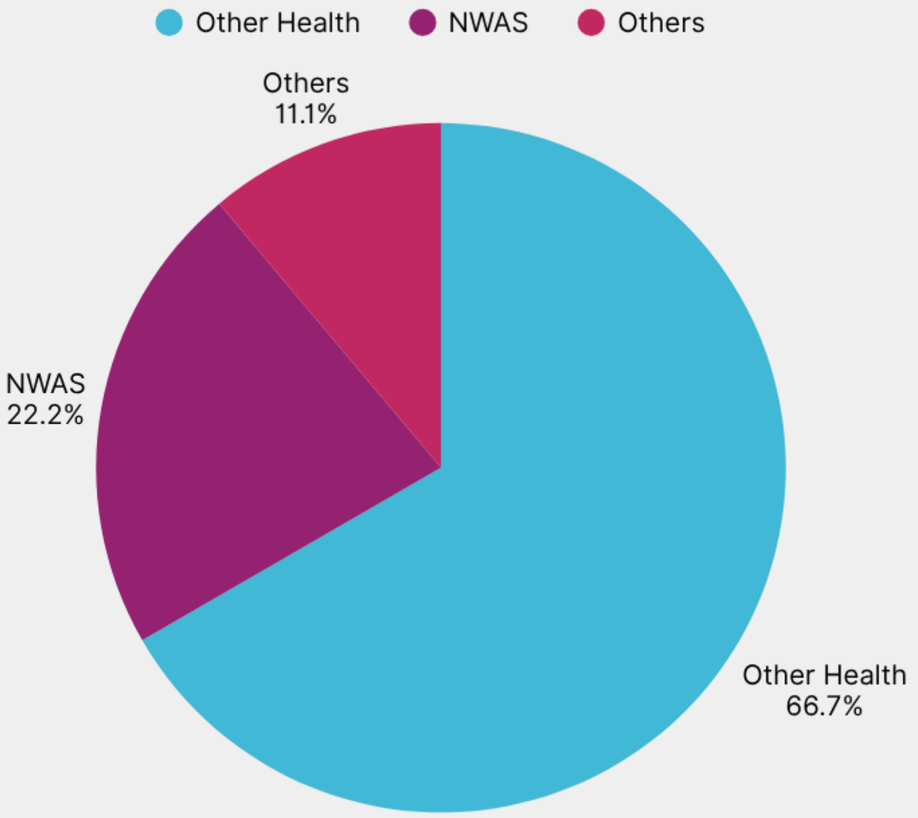
Current/Active Connector Cases

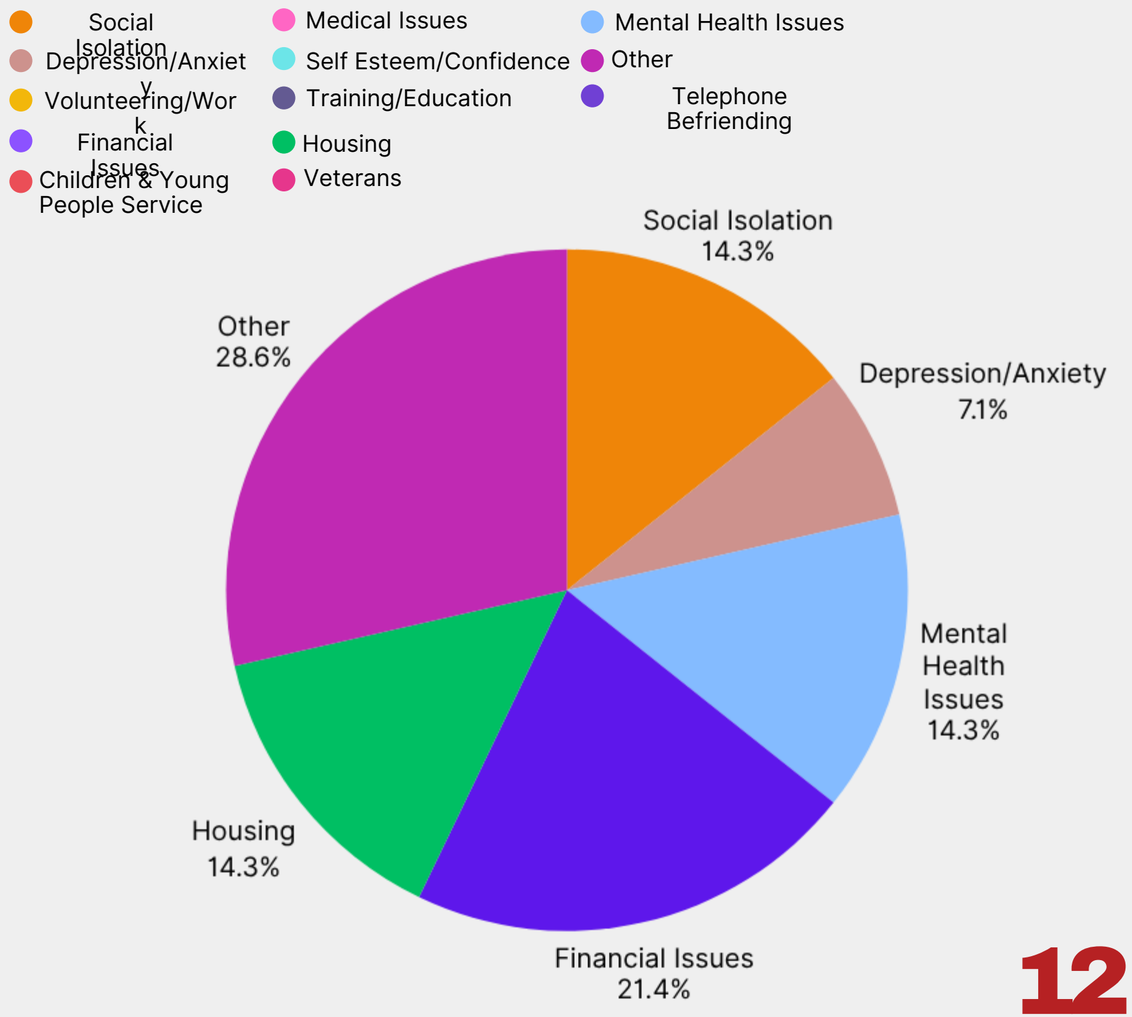
12

Closed Connector Referrals

Rossendale Referrals From

Supporting People With





Rossendale Group & Volunteer Support Team

Rossendale		Group Support
Support	33	Unique Groups
Given	42:40	Hours of Group Support
SP Teams Also Attended	9.5	Hours of Meetings
SP Teams Referred into	14	VCFS Organisations
SP Teams Referred into	4	Statutoty Organisations
Rossendale		**Volunteering**
Volunteer Enquiries	5	Individuals
Currentley Volunteering	4	Individuals

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Rossendale

I felt like I wasn’t on my own

Happiness	ONS4	Satisfaction	Worthwhile	Anxiety
4	Initial	5	5	8
3	Final	6	6	6

Client’s life satisfaction has improved and her feelings of worth. She is working on her happiness levels now her anxiety has reduced.

Reasons Indicated on Initial Referral

·Housing
·Financial Issues,
Depression/Anxiety,
Relationship Breakdown

Background of Client

Female, 30s

Client Comments

“Helped encourage me to find somewhere and I felt like I wasn't on my own.”

Initial Assessment and Support Provided

Client had recently experienced a relationship breakdown and had been left in accommodation that she could no longer afford to maintain alone. She was working full-time and had already given notice on the property, meaning she needed to secure alternative accommodation within a relatively short period. Finding suitable private rented accommodation was also more difficult because she had an elderly dog.

Support provided included:

- Discussing her housing situation and identifying the most urgent actions.
- Providing details for Housing Options services in both areas she was considering.
- Encouraging her to seek homelessness prevention support before her tenancy ended.
- Supporting her to register and engage with the relevant social housing schemes.
- Exploring whether she might be entitled to Universal Credit or support with housing costs.
- Providing details of an online benefits calculator and further benefit support if required.
- Encouraging her to continue exploring private rented accommodation
- Breaking the housing process into smaller, manageable steps to reduce overwhelm.
- Maintaining regular follow-up while she engaged with housing services and viewed properties.
- Encouraging self-advocacy as her confidence in managing the process increased.
- Providing emotional support when the pressure of the housing situation became particularly difficult.

Client Outcomes

·Client successfully engaged with housing services across both areas she was considering.
·Her housing priority was increased.
·She became increasingly active in searching for accommodation and attending property viewings.
·She reported feeling able to advocate for herself and agreed to make contact if anything urgent arose.
·She successfully secured alternative accommodation and was arranging her move by the final contact.
·The immediate risk of homelessness was resolved.
·Client was informed how to return to the service if further support was needed and the case was closed.

Social Prescribing for Children & Young People

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

Pendle West

90
Referrals So Far This Year

6
New Referrals

12
Closed

26
Current Active

62
Accessing Activities



Burnley East

11
New Referrals

3
Closed

10
Active

5
Accessing Activities

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.

Pendle West
I can talk to you and you just listen

ONS Scores	Activity	Confidence	Connected	Feeling Heard	Isolation	Curiosity
Initial	1	2	0	2	0	2
Final	4	3	4	4	4	4

The young person's connectedness improved hugely along with their curiosity and activity levels. They now feel heard and have more confidence.

Background

YP (Male) was referred into the service following difficulties in school. School avoidance and social isolation were the main issues for young person.

Initial assesment

YP was nervous to engage in the service and it took some time to build rapport with YP. Parent supported the building of relationship and eventually child began to engage. YP wanted to attend school but there were barriers in the way. Young person would often get to school but not go into school setting.
Young person wanted some wellbeing support and wanted to engage in some physical activities in the local community.

Actions Taken

A referral into PCN counsellor was completed and an action plan with a variety of activities in the local community to access, many were free and some were low cost.

Outcomes

It took YP a little while to attend activities through the action plan, but we discussed what the activities were about and eventually YP engage in football and badminton.
YP school attendance has improved, and wellbeing has also reportedly improved. YP can still feel nervous about attending school and activities but is beginning to grow in confidence.
YP has attended some of the BPRCVS activities and has grown in confidence within these also. They started off staying back with the adults, chatting with them but is now actively getting involved in the activities.

Comments

Young person was grateful fort the support. 'It has been helpful because I can talk to you and you just listen. You don't tell me what to do and everyone is kind.'



Hyndburn

617

Referrals So Far This Year

91

Current/Active Linkworker Referrals

59

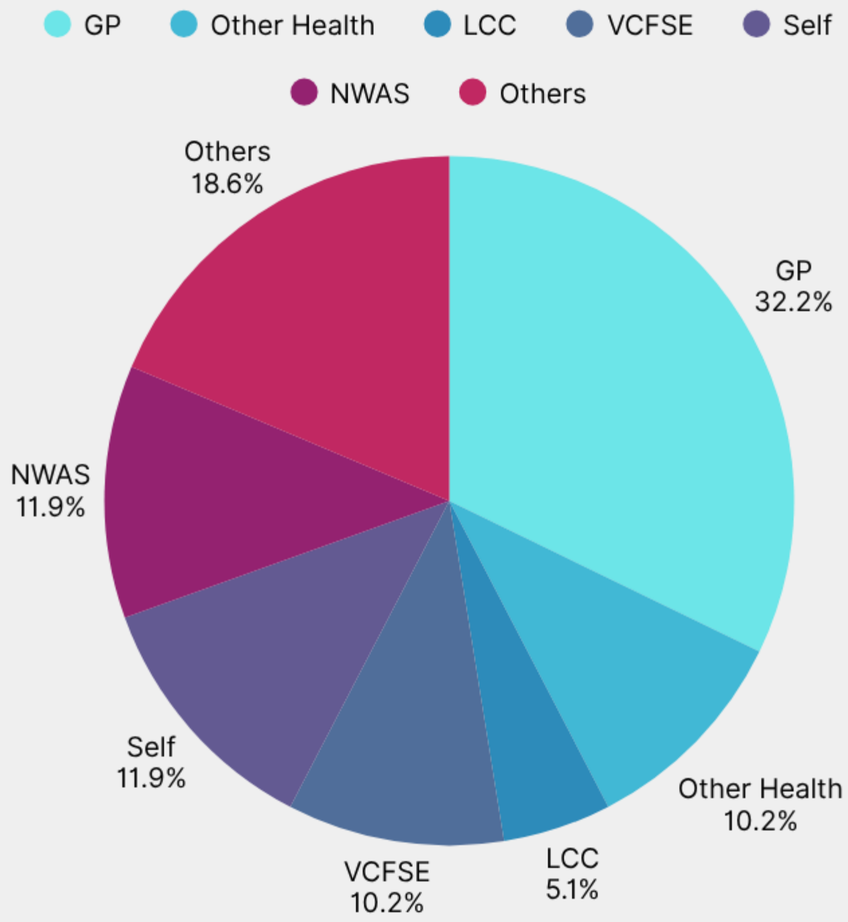
New Linkworker Referrals

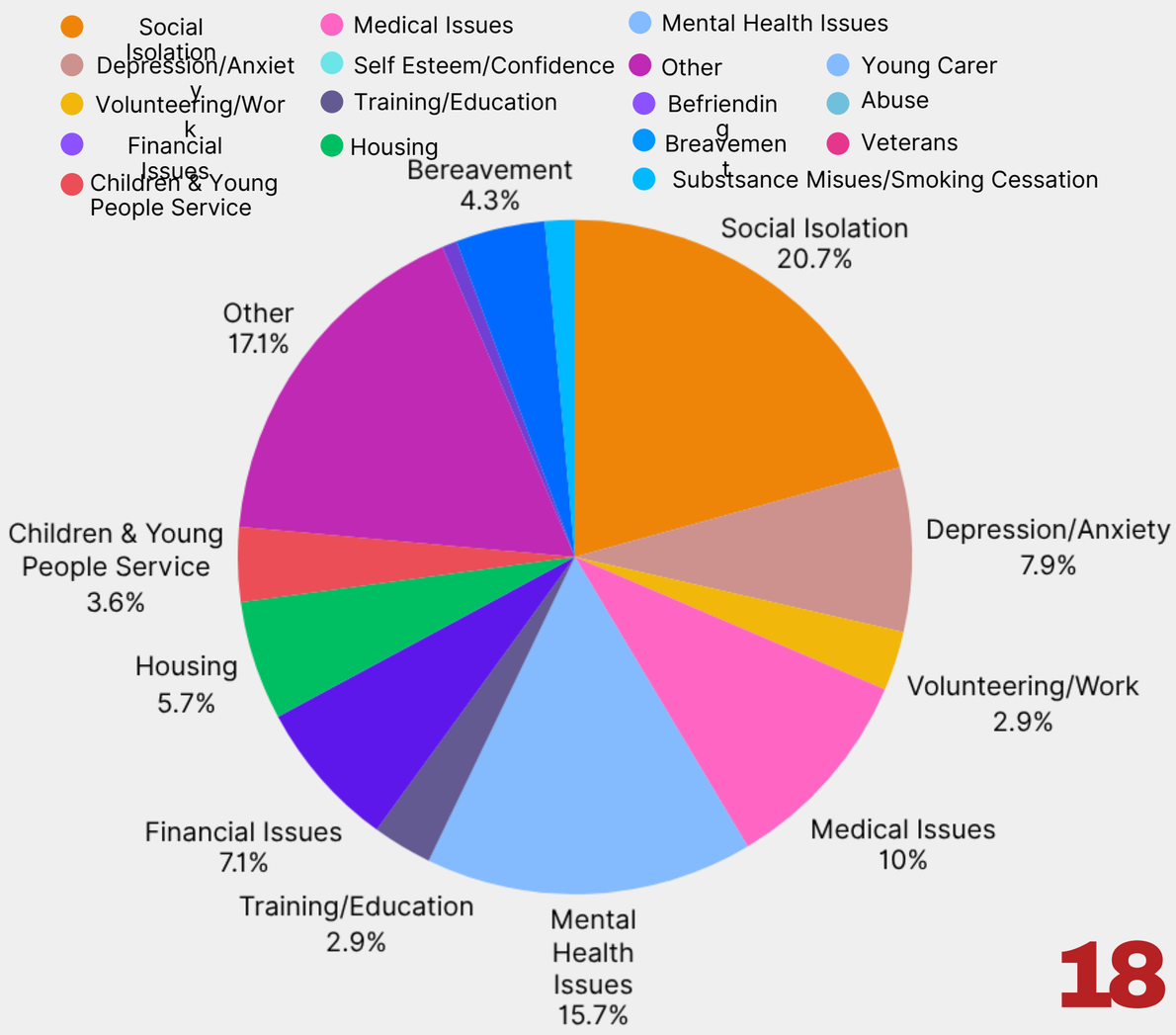
59

Closed Linkworker Cases

Hyndburn Referrals From

Supporting People With





Hyndburn Group & Volunteer Support Team

Hyndburn		Group Support
Supported	17	Unique Groups
Given	17.5	Hours of Support
SP Teams also Attended	45.5	Hours of Meetings
SP Teams Also Attended	75.5	Hour of Training
SP Teams Referred into	33	VCFS Organisations
SP Teams Referred into	8	Statutory Organisations
Hyndburn		**Volunteering**
Volunteers	42	Seen or Supported
Volunteer Hours	39.5	Completed

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.

Hyndburn

I didn’t think you would be able to find me something - you did!

Reason For referral

19 year old male
He is struggling with his mental health and has been experiencing anxiety and depression for some time. He doesn’t have a network of family and friends. He said he would like to have some support to help him with his mental health and is looking to engage with a hobby involving creativity in a quiet place

Initial Assesment

At our first appointment with him he said that he had got some work for a care agency in the mornings in Accrington so would like to find something that could fit in with that. He said he enjoys lots of creative activities like cross stitch, diamond art, colouring etc.

Support Provided

We looked at some options and referred him into Community Solutions North West to join their creative craft group. He was going on holiday so we agreed to meet up after that.

Client Outcomes

During that time a new project that CVS has facilitated the funding for through the ICB grants was launched by School of You to provide a course of holisitic art therapy sessions for people struggling with their mental health. I contacted him to discuss and he was delighted. The organiser contacted him to explain how the sessions run and the activities he would be doing. He has enrolled on the course of 6 sessions. We are going to keep in contact with him prior to and during the sessions to see how it is going so we can find him something else if he would like it in addition to this.

We are pleased with this outcome as there are not many groups that suit this type of clients. The new project launching has been really fortunate timing for this client and we are hopeful for a good outcome for him.

Ribble Valley

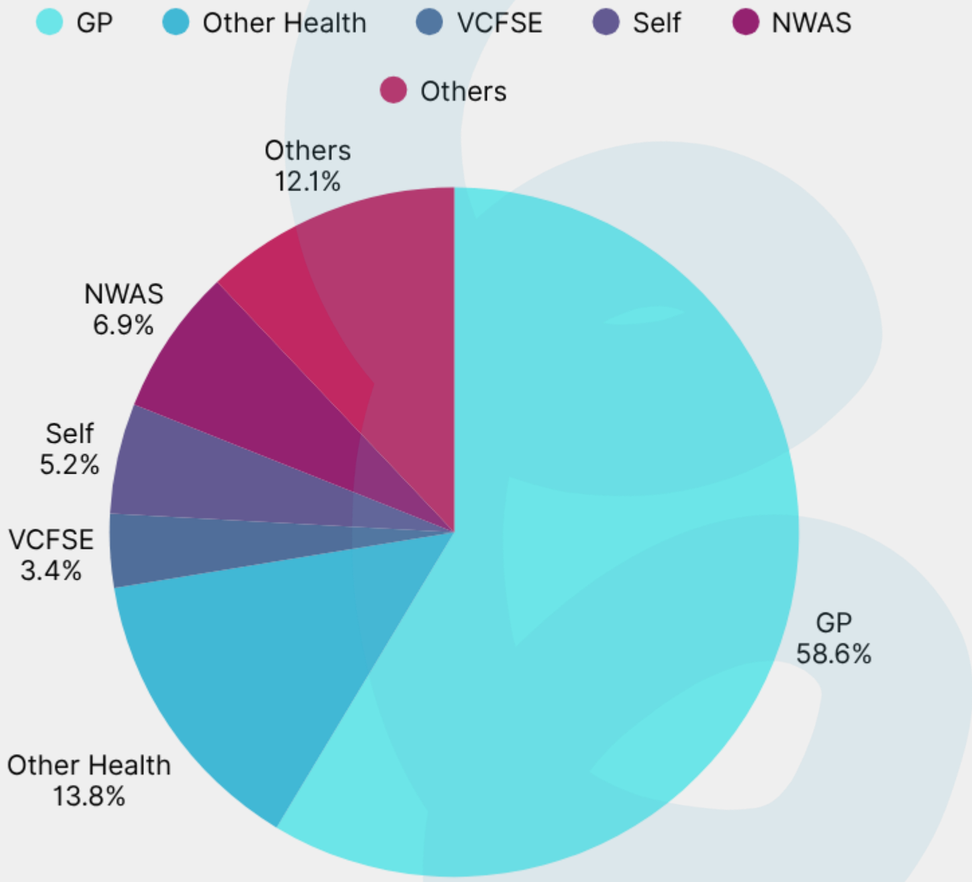
376
Referrals So Far This Year

55
Current/Active Linkworker Referrals

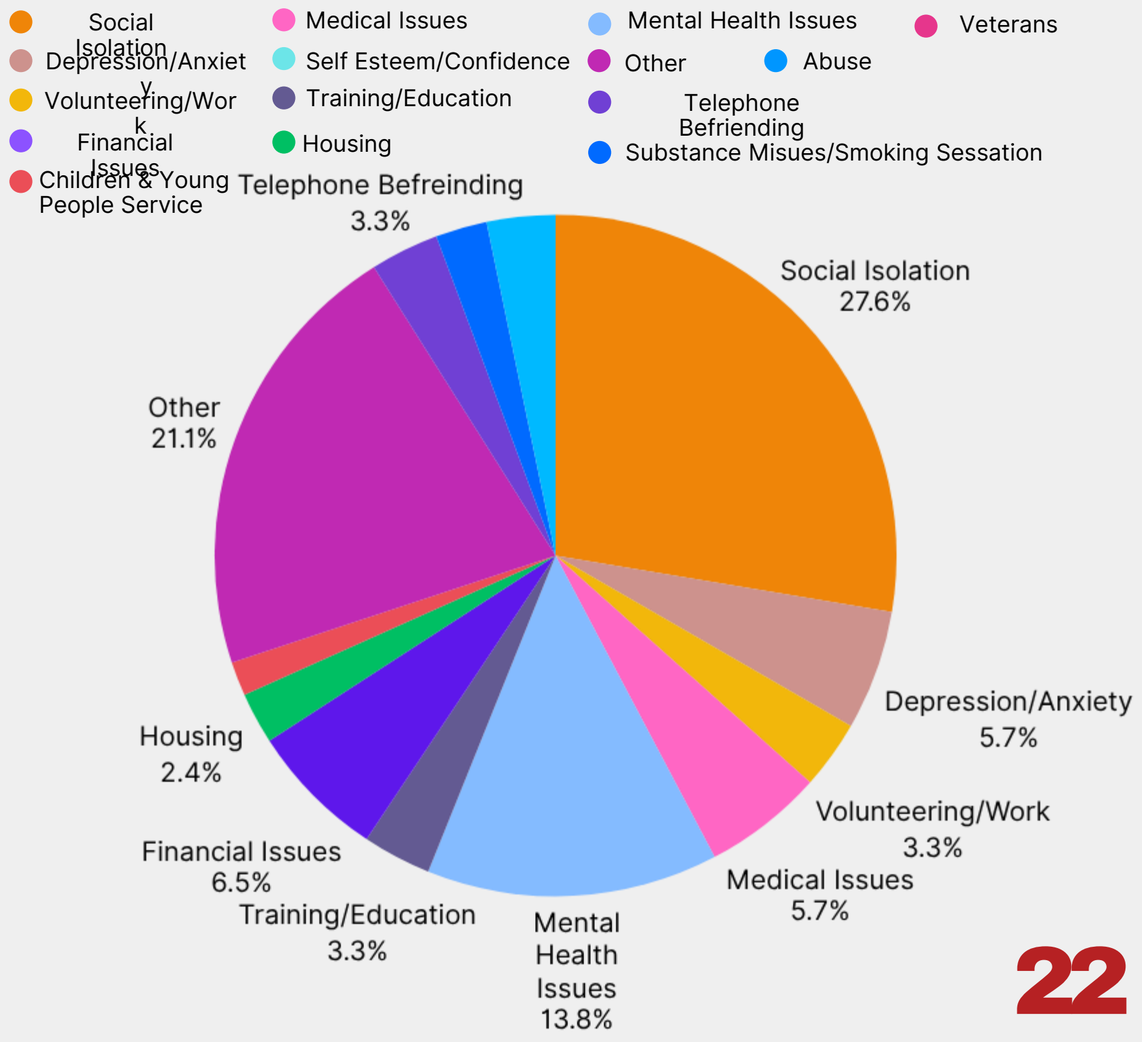
58
New Linkworker Referrals

35
Closed Linkworker Cases

Ribble Valley Referrals From



Supporting People With



Ribble Valley Group & Volunteer Support Team

Ribble Valley		Group Support
Supported	num	Unique Groups
Given	11.5	Hours of Group Support
SP Teams also Attended	29.5	Hours of Meetings
SP Teams also Attended	33	Hours of Training
SP Teams Referred into	20	VCFS Organisations
SP Teams Referred into	6	Statutory Organisations
Ribble Valley		**Volunteering**
Volunteers supported	27	Individuals
Volunteers Opportunities	2	Individuals

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Ribble Valley

I didn’t think I would enjoy it but I did

Reasons Indicated on Initial Referral

84 Year old man referred in by his GP practice for loneliness and isolation

Initial Assessment

The client has alzheimers and some other physical health issues. His wife has died and his daughter has moved in with him to care for him.

Support Provided

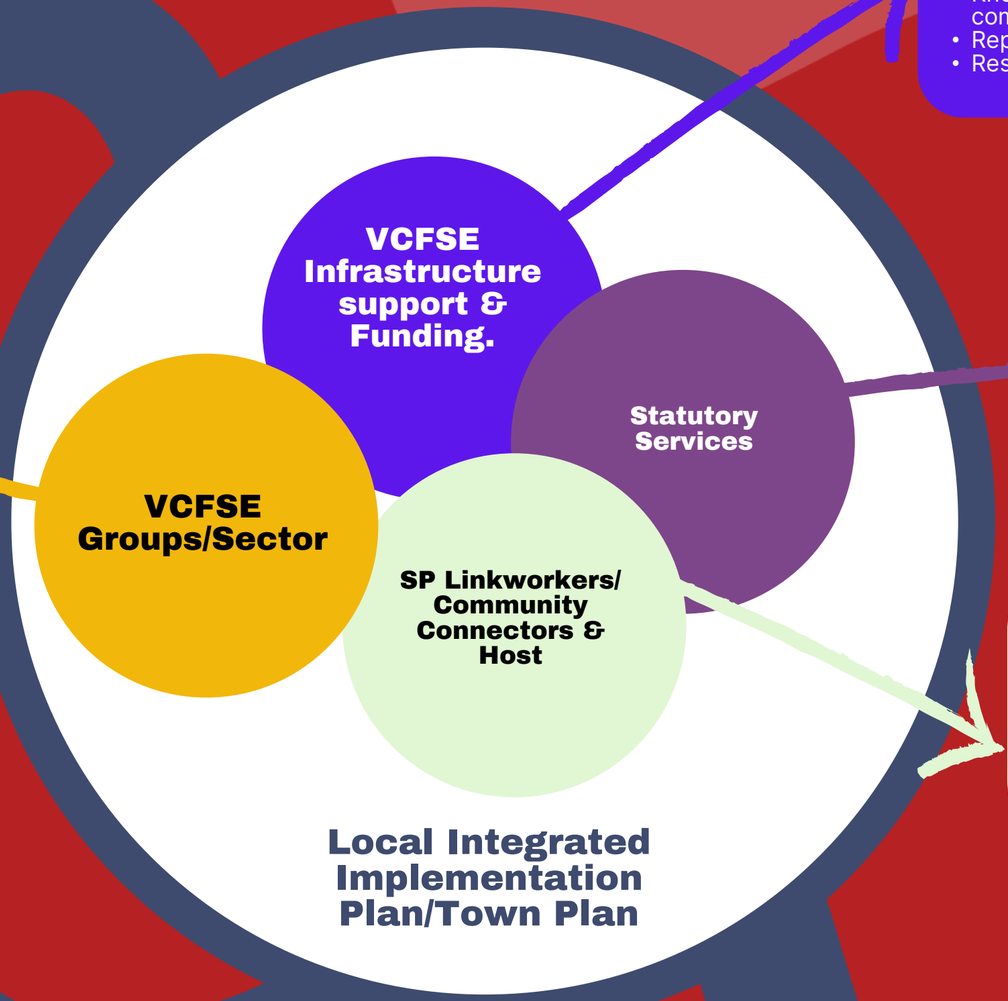
A home visit was done and they discussed some of the local groups that are available. He was interested in the Wood work group run at Read Village hall and a befriending service.

Client Outcomes

The befriending service referral will be looked into for him. Arranged to meet him at the wood work group the week after. His dropped him off and met Ian from our social prescribing team at the group. Although it was unfamiliar to him and he was initially uncomfortable, he met with the organiser who showed him round and he relaxed and stayed for the duration of the group and he enjoyed it. He said he wanted to attend again, Ian will attend again with him so that he feels more comfortable, being able to go with this client a couple of times has made the difference with this client as he met him in his home and then met him again at the group. He wouldn’t have accessed this group if he had not had somebody to accompany him.

We will continue to support him until he settles into the group and a befriender has been arranged for him. It is looking much more positive and it is hoped that he will be much less isolated with regular attendance at the group and his family have some respite from full time caring.

Working in partnership using the whole system approach.



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:

- 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:

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