

# WAYS TO WELL-BEING

An Evaluation of the Impact on the Well-being of Vulnerable People Who Received 3-6 Months Support from Community CVS Volunteers, 2015 – 16.



# What We Do



## CONNECTING PEOPLE GROWING COMMUNITIES

How we do this;

### **SUPPORT**

To the most vulnerable in society

### **ACTION**

Inspiring people to action in our communities

### **RESOURCE**

Developing groups with funding and advice

### **VOLUNTEER**

Connecting people to help their community

Find out more at [www.communitycvs.org.uk](http://www.communitycvs.org.uk)



# Introduction



This evaluation assesses the impact on the well-being of vulnerable people who received Community CVS support through our social prescribing projects; Fast 4wd and Volunteering on Prescription. It is based on a survey of 83 vulnerable people who have been supported on a one to one basis by a Community CVS peer support volunteer over a time period of at least 3 months, with 31 receiving support for 6 months. Volunteers included Community Navigators from our Volunteering on Prescription Project, and Recovery Support Volunteers from our Fast 4wd Project.



Our social prescribing work is an asset-based community development approach which maximises the use of volunteers as community assets and helps citizens to reduce their reliance on using health and social care services. We have recruited and trained a Volunteer Bank of Support Volunteers, to benefit the population of BwD as a whole and to support people facing multiple disadvantages into themselves becoming assets in their community. Our bank of Support Volunteers link into and support key public health & social care initiatives including GP practices, Drug and Alcohol Treatment Providers, the Well-being Service, Lancashire Women's Centre, Your Support Your Choice, initiatives around MEAM, mental health service providers, Criminal Justice Services, community centres, targeted neighbourhoods, and targeted vulnerable groups across the Borough.

# Value



**\*Using proxy figures (Dept of Communities and Local Government) the following costs to public services may be saved through prevention;**

- Drug Misuse (£3631 per person per year)
- Alcohol Misuse (£1962 per person per year)
- Depression & Anxiety Disorders (£956 per person per year and £3841 in lost earnings)
- GP cost per hour £125. Prescription costs per consultation £42.
- Adult Social Worker £58 per/hr
- A&E Attendance only not including investigation or treatment costs NHS £66 per attendance.

Volunteer Hours providing 1-2-1 support for vulnerable people 2015-16 in social prescribing projects (Fast 4wd and Volunteering on Prescription) 18,935

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Value to the Borough @£9.88 average BwD wage (not including savings through prevention\*) £187,078

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Funding received for social prescribing projects; Fast 4wd and Volunteering on Prescription. £70,688

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Total Volunteer Hours 2015 – 16 (includes all Community CVS projects) 44,932

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Value to the Borough @£9.88 average BwD wage (not including savings through prevention\*) £443,928



In addition to service users and volunteers connecting with community activities and volunteering in the community, our programmes have supported the development of new community support groups. These have included developing football teams to play in the social inclusion football league - helping the league to develop and grow, supporting the development of Café Hub recovery café, and helping VOICE service user group to deliver a Saturday Breakfast Club engaging over 70 people facing severe and multiple disadvantage every week and a Sunday Family Club reaching troubled families.



Our schemes are working to create a win win win scenario – benefiting residents by making them healthier and happier, benefiting our health and social care providers by reducing the demands on their services and benefiting the social economy by helping to generate an additional volunteer workforce that will be able to sustain positive activities within our communities.

This approach is helping to build resilience within our communities and reduce the burden on the state. It is a virtuous cycle and we are now seeing the evidence emerging, of positive outcomes for individuals, public services, community groups and the community as a whole.

# Well-being Survey



\*Vulnerable people; those facing multiple disadvantages including substance misuse or alcohol issues, disability or long term conditions, mental health problems, housing or homelessness issues, or offending backgrounds.

Using our well-being outcome measurement tool we have been able to capture the positive public health benefits of volunteering and social capital linking to the 5 ways to wellbeing public health outcomes framework.

The following data is from a survey of 83 vulnerable people\* who have been supported on a one to one basis by a Community CVS peer support volunteer over a time period of at least 3 months, with 31 receiving support for 6 months.

An initial assessment was conducted when people first engaged with our service to gain a base line measurement, and follow up surveys were conducted 3 months – 6 months following initial engagement.

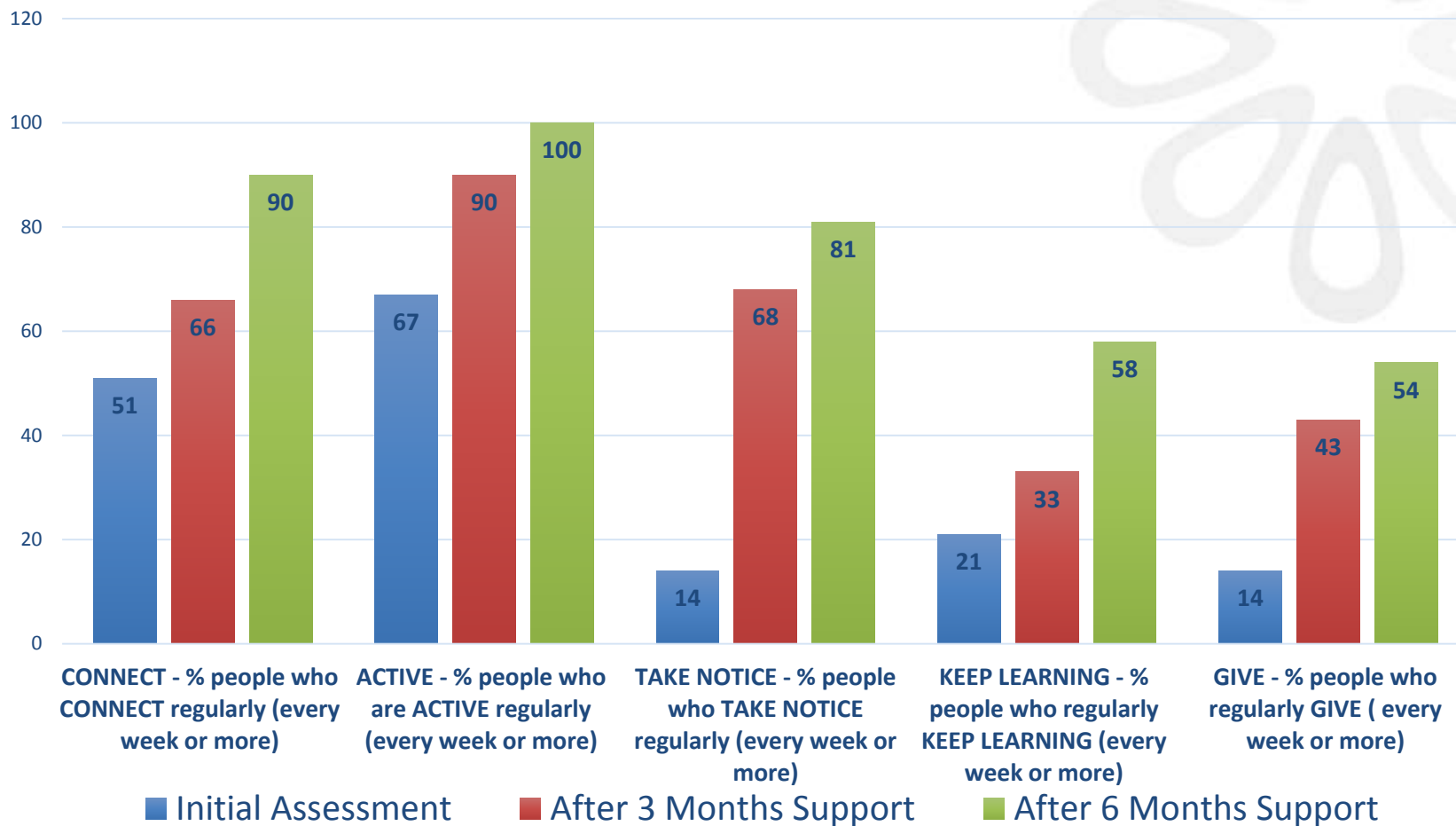
The survey included a series of objective measures covering the REGULARITY of engaging in the 5 ways to well-being.

**CHART 1** shows the increase in the % people REGULARLY (every week or more) engaging in all 5 ways to well-being activities.

In addition our survey also included self-reported measures where we asked people “where do you see yourself on a scale of 1 – 10” against each of the 5 ways to well-being as well as a question in relation to employability/ readiness for work.

**CHART 2** shows the increase in the % people who rated themselves 6 or above on a scale of 1-10 for each of the 5 ways to well-being and work.

**CHART 1: % Vulnerable people who received 1-2-1 support from a Community CVS volunteer in 2015-2016 who REGULARLY (EVERY WEEK or more) engaged in Ways to Well-being.**





## CHART 2: SELF-RATED Well-being changes for vulnerable people who received 1-2-1 peer support from a Community CVS volunteer in 2015-2016

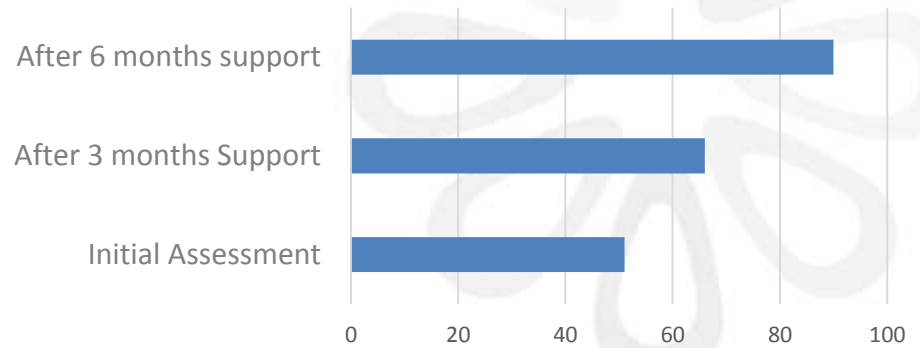


- % of People rating themselves high (6 or above) on a scale of 1 to 10 at the initial assessment
- % of People rating themselves high (6 or above) on a scale of 1 to 10 after 3 months support
- % of People rating themselves high (6 or above) on a scale of 1 to 10 after 6 months support

# CONNECT

The % people regularly meeting to do something positive increased from 45% to 90%

% Vulnerable People who **CONNECT** to do something positive weekly or more



Some of the ways we enabled people to connect to do something positive;

- Connecting them to peer support volunteers from the community
- Helping people to access mutual aid like the VOICE Family Club and Breakfast Club
- In community projects, consultations, campaigns and clean ups
- In local festivals and fun days



# CONNECT:

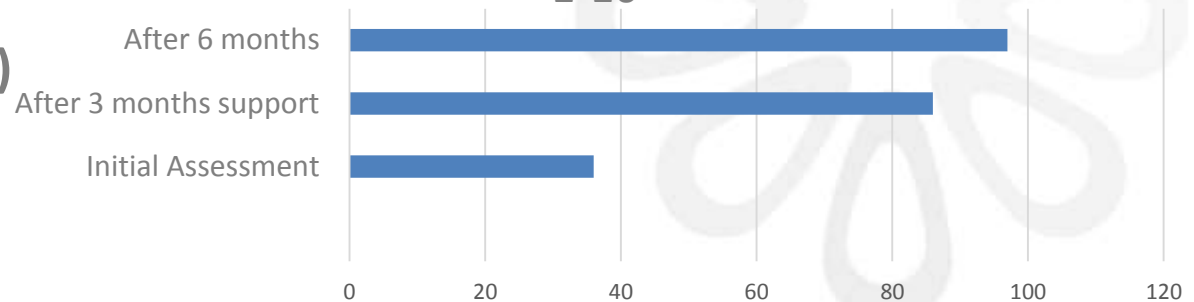
## SELF-RATED

The % people who rated themselves high (6 or above) increased from 36% to 97%

## CONNECT

% Vulnerable People provided with intensive support by a volunteer over a 3 to 6 month period rating themselves 6 or above on a scale of

1-10



*“I’m very happy , I now have friends, I’m doing something not just sat around at home”*

*“I haven’t got any family – well I have now – these guys are my family”*

*“Everyone has time for you here”*

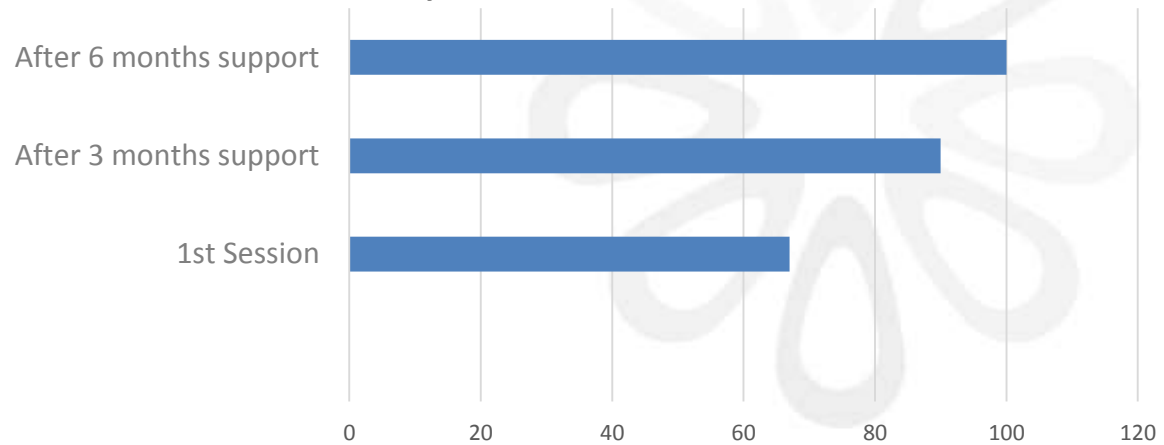


# BE ACTIVE

The % people regularly doing 30 mins of physical activity at least once a week increased from 67% to 100%

## BE ACTIVE

% Vulnerable People who do 30 mins of physical activity at Least Once a Week



Some of the ways we enabled people to do physical activity more regularly;

- Men Dive In football team (Social Inclusion Football)
- Volunteering in environmental projects such as community allotment
- Walking to activities or volunteering in the community

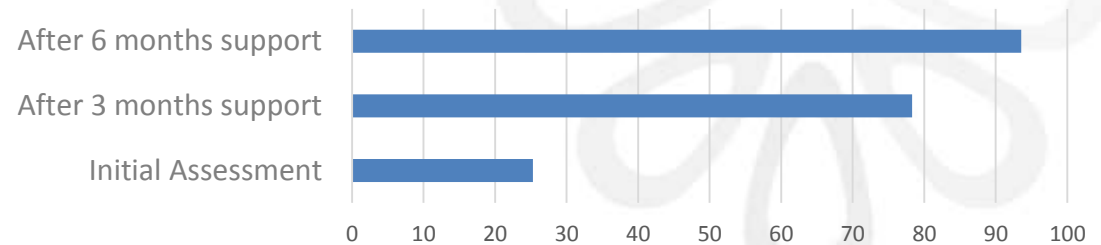


# BE ACTIVE: SELF-RATED

The % people who rated themselves high (score of 6 or above on a scale of 1-10) increased from 25% to 94%

## BE ACTIVE

% of Vulnerable People provided with intensive support by a volunteer over a 3 - 6 months period rating themselves high (6 or above) on a scale of 1 to 10



*“The Football gives me, and others like me, the chance not only to play but to also make the changes I needed to make in my own life... I have help to show me that problems can be solved”*

*“I would never have dreamed of going where large amounts of people are, now it’s becoming less of a problem”*

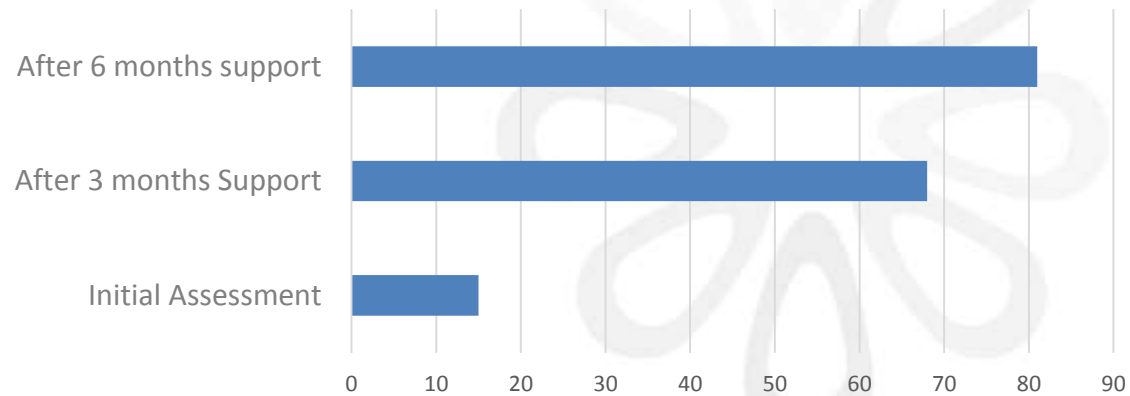




# TAKE NOTICE

**The % people who Take Notice once a week or more increased from 14% to 80%**

% Vulnerable People Who **TAKE NOTICE** Once a Week or More



Some of the ways we enabled people to reflect on themselves and the world around them;

- Peer support volunteers helping people to consider their strengths – connecting them to activities where their skills would be needed
- Using a Circle of Support' tool for people to consider different aspects of their life and sources of support they can draw on.
- Preparation for volunteering workshops where we considered listening and communication, diversity and equality issues.



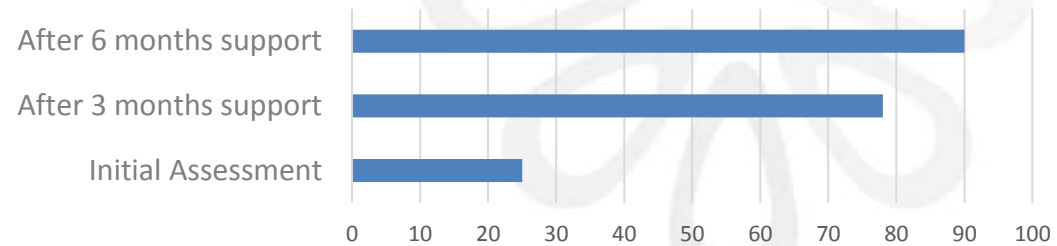
# TAKE NOTICE:

## SELF-RATED

The % people who rated themselves high (score of 6 or above on a scale of 1-10) increased from 25% to 90%

## TAKE NOTICE

% of Vulnerable People provided with intensive support over a 3 - 6 month period rating themselves high (6 or above) on a scale of 1 to 10



*“This place helped me start from fresh. It’s making something good come out of some mistakes I’ve made”*

*“I am in a much better place - I am looking forward to the future, I have found my voice and I am able to talk out - at last I am no longer scared”.*

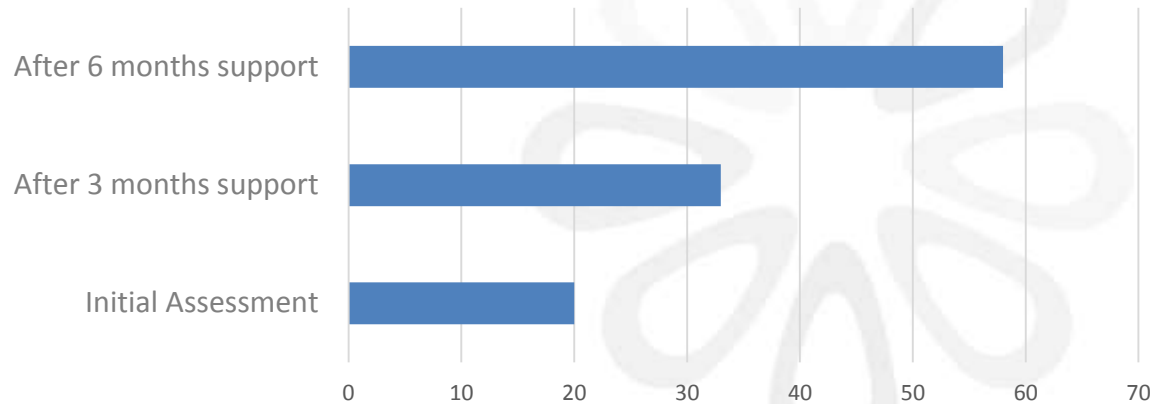
*“I’ve learnt a lot about myself”*



# KEEP LEARNING

**The % people who regularly learn once a week or more increased from 21% to 58%**

**% Vulnerable People who KEEP LEARNING once a week or more**



Some of the ways we enabled people to Keep Learning;

- running preparation for volunteering workshops 'Volunteer Passport' and Recovery Access Point Training,
- 'on-the job' learning of new skills while volunteering such as learning catering at Café Hub,
- giving people opportunities to explore different types of volunteering in the community as taster experiences.

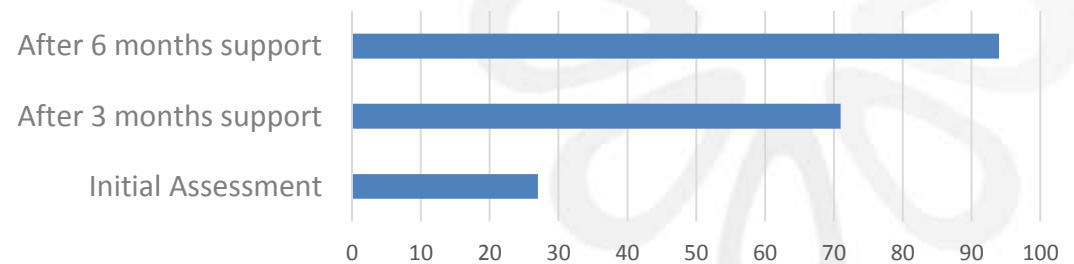


# KEEP LEARNING: SELF-RATED

The % people who rated themselves high (score of 6 or above on a scale of 1-10) increased from 26% to 94%

## KEEP LEARNING

% Vulnerable People provided with intensive support by a volunteer over a 3 to 6 month period rating themselves 6 or above on a scale of 1 - 10.



*“I’ve learnt a lot about myself”*

*“It has changed my life, when I first met (Community CVS) at the refuge I was terrified and never thought it possible that in such a short space of time I would have my own place, be going to college, Volunteering and giving something back.*

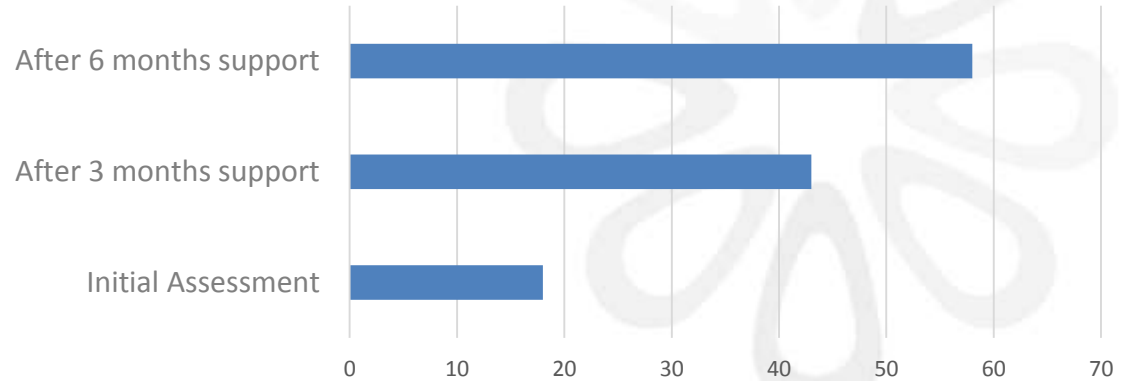




# GIVE

The % people who regularly Give unpaid help once a week or more increased from 14% to 54%

## GIVE % Vulnerable People Who Give Unpaid Help Once a Week or More



Some of the ways we enabled people to Give unpaid help:

Linking people into volunteering and other activities in the community where they can support others; 50% of our support volunteers are in fact people who have faced multiple disadvantage including ex-service users.

Voluntary work that people got involved in was in a range of informal community based activities, small community groups as well as volunteering in larger established charities.



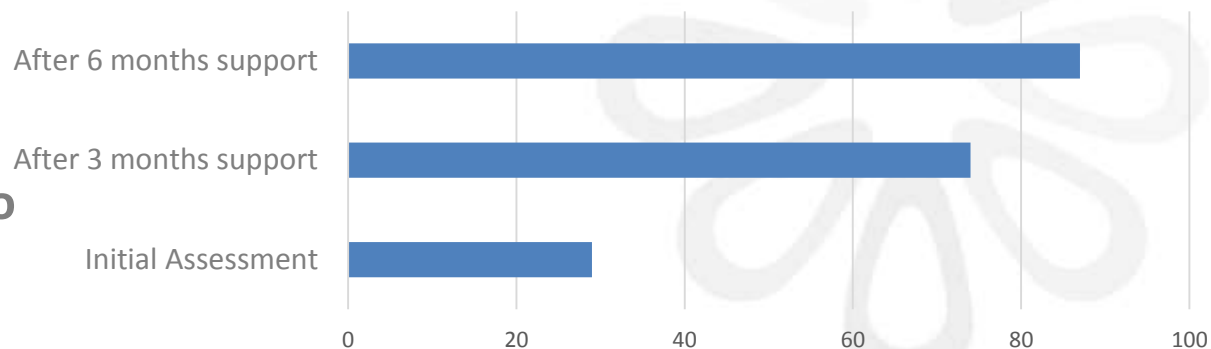


# GIVE: SELF-RATED

The % people who rated themselves high (score of 6 or above on a scale of 1-10) increased from 29% to 87%

# GIVE

% Vulnerable People provided with intensive support by a volunteer over a 3 to 6 month period rating themselves 6 or above on a scale of 1 - 10.



*“I felt useful and needed, which was a new experience for me”*

*“Supporting HB put me on a high - to see someone go from zero confidence unable to talk to you because of the trauma they have been through then to watch them and support them into becoming a confident young woman in full time education – has been amazing”*



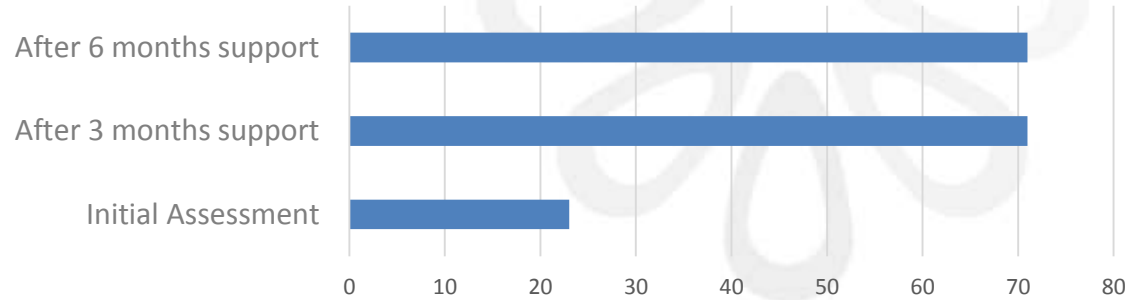
# WORK:

## SELF-RATED

The % people who rated themselves high (score of 6 or above on a scale of 1-10) increased from 23% to 71%

# WORK

% Vulnerable People provided with intensive support by a volunteer over a 3 to 6 month period rating themselves 6 or above (on a scale of 1 – 10).




*“The volunteers and the support I’ve been given has given me a lot of confidence. It’s really helped me out”*

*“It has changed my life and is giving me a second chance, last year I would never have believed that I would have achieved what I have achieved in such a short period of time”*



# Volunteering Opportunities People were Supported to Engage In

Witton Park	Advocacy Focus
Blackburn and Darwen Schools	Age UK
Old People's Homes	Barnardos
Your Support Your Choice	Befriending
Changing Lives	CVS – Care Homes Project
The Wish Centre	Care Network
Café Hub	Circle of Friends
Foodbank	Canal/ Community clean ups
Men Dive In Football Team	Community CVS Fast4wd Project
Mill Hill Library	Gateways/ MEAM
Heart Foundation Shop	East Lancs Hospice
Roman Road Library	Mill Hill Community Centre
Older Peoples Forum	NHS Radio
Voice Sunday Family Club	Nightsafe
Voice Saturday Breakfast Club	Only Foals & Horses
Womens Centre	Outdoor Green Gym
Volunteering on prescription	R.S.P.C.A
Roman Road Community Centre	Refresh
Bangor Street Community Centre	Samaritans
Accrington Road Community Centre	Stroke Assist
PACT	Victim Support
East Lancs Hospice – Charity Shop	Wildlife Trust
Cancer Research - Charity Shop	Youth Action
Community CVS – reception	Youth Zone
	British Heart Foundation
	

# Other Community Activities People were Supported to Engage In

Computer Training	Mill Hill Community Centre – Social Group
English & Maths	Library Training
Befriending	Health and beauty
Circle of Friends	Social Inclusion Football
Mill Hill Community Centre – Job Club	Public Health campaigns e.g. Dry January
Refresh – Healthy Eating	Community consultations/ focus groups
Refresh – Weight loss	Mutual Aid Groups
Refresh – Physical Activity	Family Club
Sporting activities	Cooking Course
Community Events	Community Living Room – Sewing
Passport Training	Gardening
Health & Safety Training	Art Classes
RAP training	Community Living Room – Singing
	Women’s Centre – well-being courses

# APPENDICES



A: 12 Case Studies

B: Well-being Data



## CASE STUDY 1: DH

### Circumstance (How did they get there )

Supporting DH to become a volunteer is a long term process and we have spent time in the first few months in building up his confidence and self-esteem for him to be in the right place for eventually starting to volunteer. We have linked him with a support volunteer, Paul.

When DH was referred by his doctor to Volunteering on Prescription, he was very apprehensive about coming along to the Boulevard Centre. DH had not been out of his house for a very long time. His problems had started after the death of his 18 year old son when he turned to drink as a way to block out all the pain. He had also had a stroke and slowly over the years he became more estranged from family and friends and as a result became totally isolated. He gained a lot of weight which impacted on his mobility. Therefore he became stuck in a rut feeling that there was no light at the end of the tunnel. He would spend all week alone at home, he did all his shopping via the internet and the only time he left the house would be to visit his doctor.

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### Progression (What did they do)

DH's first visit to The Boulevard centre was "terrifying – getting out of the car was frightening". DH was scared of the people around him and he had sat at home all morning trying to talk himself out of it...but he really did want to make a change. When he arrived he was shaking and crying - he was reassured by staff who suggested that he had everything to gain and nothing to lose. In the first initial meeting DH mentioned that "It's not a life I'm living it's an existence...I want to live again, I want to go out like I used to". DH was linked with Paul, a support volunteer who he met the second week. DH came in earlier so that he could calm down and be composed for when he met Paul. At the first initial meeting DH & Paul hit it off and arranged to meet up the following week.

## CASE STUDY 1: DH CONTINUED

**Outcome**  
**(What are they doing)**

DH & Paul have been meeting up weekly for over 8 months - initially it was for a brew and a chat at The Boulevard Centre, but once DH had built up a little more confidence they went out to the museum, and for walks when the weather permitted. One major achievement for DH has been that he is no longer petrified when walking from the car park to The Boulevard Centre, and slowly over the past 8 months he has set himself a weekly challenge. Initially he would drive into the town centre of Darwen, park up and sit with the windows open – “Just getting myself to being around people was a challenge, when I was comfortable with that and when I felt a bit more confident I would park up and get out of the car, then slowly I have built up the confidence to park on one of the car parks and slowly walk into the centre of Darwen and back to my car. I picked Darwen as it is quieter than Blackburn”  
“I no longer feel nervous about being around people and when I come into the Boulevard I am now relaxed.” DH has now made contact with a couple of old friends and is signing up to tablet training and is wanting to relearn how to read and write after his stroke. He has decided to try CBT and bereavement counselling.

**What have they found to be good or not so good about their experience of Volunteering**

“It has helped me a hell of a lot - before I came here I would spend all my time at home drinking and listening to music, but now because I have things to do I won't drink the night before as I have never believed in drinking and driving”  
“I'm no longer as scared of people, I am still wary but coming along to the Boulevard Centre has given me confidence in people, not everyone is bad and there are some decent folk out there.”

**Do they have any other comments?**

“I would never have dreamed of going where large amounts of people are, now it's becoming less of a problem”  
“My drinking is not as bad as I have other things to do and think about”  
I would definitely recommend this service to everyone, it has changed my life and is giving me a second chance, last year I would never have believed that I would have achieved what I have achieved in such a short period of time”

<b>CASE STUDY 1: DH – Objective Well-being Outcomes</b>		
<b>5 ways to well-being - Survey</b>	<b>1<sup>st</sup> visit</b>	<b>6 month Outcome</b>
<b>ACTIVE</b>	Never	Once a week
<b>CONNECT (with family friends or colleagues)</b>	Never	Every week
<b>CONNECT (as part of an organised group)</b>	Never	One off
<b>GIVE (unpaid help to an organisation)</b>	Never	Never
<b>GIVE (unpaid help to individuals)</b>	Never	One off
<b>KEEP LEARNING</b>	Never	Every month
<b>TAKE NOTICE</b>	Never	Once a week

<b>CASE STUDY 1: DH Self-Reported Well-being Outcomes</b>			
<b>DH</b>	<b>1st Visit Score out of 10</b>	<b>3rd visit/6 month Score out of 10</b>	<b>% Improvement</b>
<b>Active</b>	1	4	30
<b>Connect</b>	2	3	10
<b>Give</b>	1	3	20
<b>Learn</b>	1	4	30
<b>Notice</b>	1	4	30
<b>Work</b>	1	2	10

## CASE STUDY 2: DS

<p><b>Circumstance</b> (How did they get there )</p>	<p>DS was diagnosed with Spina bifida and has been house bound for the last 4 years. Having suffered from chronic pressure sores DS was extremely isolated and had no social networks - the only people DS came into contact with were health care professionals. DS's district nurse had heard about Community CVS Volunteering on Prescription Project and referred DS.</p>
<p><b>Progression</b> (What did they do)</p>	<p>DS was introduced to one of our support volunteers, NT, and they hit it off immediately. They agreed to meet up once a fortnight.</p>
<p><b>Outcome</b> (What are they doing)</p>	<p>NT and DS are meeting up regularly, they have been shopping, to the cinema, out for coffee and lunch.</p>
<p><b>What have they found to be good or not so good about their experience of Volunteering</b></p>	<p>“absolutely brilliant...you couldn't have chosen anyone better”          “My life has improved 1000%”          “My confidence has really grown, before I would want to go out and couldn't because I was too afraid. Now, I don't even think about it”          “please do not take NT (support volunteer) away from me she is wonderful”</p>
<p><b>Do they have any other comments?</b></p>	<p>“Thank you for the service provided by Community CVS for my patient. She was matched up to a person who is very likeminded to herself. The confidence this treatment has given my patient, gave her the courage to go out alone in a taxi for the first time in four years. This has impacted tremendously on her mental and emotional state.          Thank you so much” – Katie Cain community staff nurse, West District Nurses</p>

CASE STUDY 2: DS: continued

Part 2; 6 MONTHS ON.....

Outcome (What are they doing)	DS and NT continue to meet up and DS is now looking for volunteering opportunities, DS expressed an interest in working with animals, she now is feeling more confident and feels like she can give something back. NT is looking at opportunities for DS.
What have they found to be good or not so good about their experience of Volunteering	“NT is perfect we have a really good laugh when we go out, she doesn’t only support me as a volunteer– she has become a really good friend...you couldn’t have chosen anyone better” “My confidence continues to grow, I love getting ready to go out with NT, before I didn’t want to go out now I cannot wait for Wednesday. I am no longer afraid, I don’t even think about it, I just get ready and go “ “Please let me continue to work with NT”
Do they have any other comments?	“My patient continues to go from strength to strength, would recommend this service to everyone”– Katie Cain community staff nurse, West District Nurses



### CASE STUDY 2: DS - Objective Well-being Outcomes

5 ways to well-being - Survey	1 <sup>st</sup> visit	6 month Outcome
<b>ACTIVE</b>	Never	Once per Week
<b>CONNECT (with family friends or colleagues)</b>	One Off	Every Week
<b>CONNECT (as part of an organised group)</b>	One Off	Every Month
<b>GIVE (unpaid help to an organisation)</b>	Never	One Off
<b>GIVE (unpaid help to individuals)</b>	Never	One Off
<b>KEEP LEARNING</b>	Never	Every Month
<b>TAKE NOTICE</b>	Occasionally	Once per Week

### CASE STUDY 2: DS - Self-Reported Well-being Outcomes

DS	1st Visit	3rd visit/6 month	% Improvement
	Score out of 10	Score out of 10	
<b>Active</b>	2	6	40
<b>Connect</b>	3	8	50
<b>Give</b>	1	3	20
<b>Learn</b>	1	6	50
<b>Notice</b>	1	5	40
<b>Work</b>	1	3	20

### CASE STUDY 3: HB

**Circumstance**  
(How did they get there )

HB was referred through her GP. HB had experienced domestic violence and was staying at the BWDDA refuge  
At our first meeting HB was unable to look at us in the eyes or speak, - her support worker spoke for her. She was “scared”.

**Progression**  
(What did they do)

W a support volunteer was introduced to HB and they agreed to meet up every week. Initially they met up at the Boulevard Centre as HB didn't want to go out. Since then they have been out for coffee, trips to Oswaldtwistle Mills, Accrington, and Blackburn town centre, “it's great I get to see new things and learn about the area”.

**Outcome**  
(What are they doing)

HB then signed up for the Community CVS Recovery support volunteer training herself and attended our volunteer passport training. She signed up to be a volunteer for Volunteering on Prescription and Fast 4WD. She is also signed up to Blackburn College for a course that starts in September.

**What have they found to be good or not so good about their experience of Volunteering**

“I like W because she's patient and funny and explains everything to me”

**Do they have any other comments?**

“I feel more confident and comfortable around people and talking to people and just being in Blackburn”  
“I enjoy talking to W about my problems and I enjoy the company”

### CASE STUDY 3: HB continued

#### Part 2, 6 months on.....

Progression  
(What did they do)

HB has been meeting up on a weekly basis with WM her support volunteer. Over the last year they have been on days out, cinema, shopping. Over the year HB slowly started to open up, from a very shy individual who couldn't talk to anyone to a very confident young woman – volunteering and starting college.

Outcome  
(What are they doing)

HB now feels that she needs to prioritise her college and college work as she is looking to start a degree course next year. At college she has been allocated a support/mentor, she also meets regularly with her support worker from BDDWA. She also meets weekly with her CBT therapist, volunteers and meets up with family- HB no longer needs the support of WM.

What have they found to be good or not so good about their experience of Volunteering

“Volunteering on Prescription has changed my life, when I first met Community CVS staff at the refuge I was terrified and never thought it possible that in such a short space of time I would have my own place, be going to college, Volunteering and giving something back. Thank you for all the support and help you have given me.”

Do they have any other comments?

“WB has helped me to be confident, without VOP I wouldn't be where I am today. WB has taught me how to relax and how to enjoy myself again. WB has shown me that I am important and I really have enjoyed meeting up with WB, our days out were really good she is a really kind, wonderful lady. Volunteering on Prescription is a really good service, very flexible and when I had my bad days and couldn't get out of bed WB and Community CVS staff both understood and kept in touch – this helped as I felt like I was letting people down. I am in a much better place with WB's help. I am looking forward to the future, I have found my voice and I am able to talk out - at last I am no longer scared”.

<b>CASE STUDY 3: HB Objective Well-being Outcomes</b>		
<b>5 ways to well-being - Survey</b>	<b>1<sup>st</sup> visit</b>	<b>6 month Outcome</b>
<b>ACTIVE</b>	Never	Once a week
<b>CONNECT (with family friends or colleagues)</b>	Every Week - refuge	Every Week
<b>CONNECT (as part of an organised group)</b>	Never	Every Week
<b>GIVE (unpaid help to an organisation)</b>	Never	Every Week
<b>GIVE (unpaid help to individuals)</b>	Never	Every Week
<b>KEEP LEARNING</b>	Never	Every Week
<b>TAKE NOTICE</b>	Every Day -negative	Once a week

<b>CASE STUDY 3: HB Self-Reported Well-being Outcomes</b>			
<b>HB</b>	<b>1st Visit</b>	<b>3rd visit/6 month</b>	<b>% Improvement</b>
	<b>Score out of 10</b>	<b>Score out of 10</b>	
<b>Active</b>	2	10	80
<b>Connect</b>	3	8	50
<b>Give</b>	1	8	70
<b>Learn</b>	1	10	90
<b>Notice</b>	8	8	0
<b>Work</b>	1	8	70

## Case Study 4: CW

Circumstance  
(How did they get there )

CW was referred by Bootstrap. His support worker at the time said she was at a dead end as she couldn't find anything for CW to do. CW has disabilities and his dad wanted him to get out and start meeting people. They had been to a number of services who had all failed to help him. CW was very shy and his dad spoke for him all the time. CW's dad wanted someone to support CW to go to the gym, play snooker, and go to the cinema etc as CW had never been out by himself.

Progression  
(What did they do)

CW was matched with our support volunteer, P and they agreed to meet up every week. P and CW got on very well and both shared a love of football.

Outcome  
(What are they doing)

CW and P went out every week, they met at the Boulevard Centre then they would go out.

What have they found to be good or not so good about their experience of Volunteering

"CW has been a different lad since he has started to go out with P, he never stops talking and he is full of energy"  
"I really like going out with P, he is really easy to talk to and we get on really well"  
"it's a brilliant service – thank you "

Do they have any other comments?

"I cannot thank you enough – you have done more for my lad in one month than anyone else has done in years. "  
"Me and CW's mum have now started going out for lunch on Wednesdays when CW is with P, it has given us a chance to spend time together"



## Case Study 4 ; CW continued

### Part 2, 6 months on.....

Progression  
(What did they do)

CW has now decided that he no longer needs support, he is now ready to go and volunteer. CW had mentioned that he was interested in volunteering at Mill Hill Library, so we went along, met the team and CW decided to give it a go.

Outcome  
(What are they doing)

CW now volunteers every week at the library and has made new friends, CW has recently been out on his first night out with his new friends and thoroughly enjoyed himself.

What have they found to be good or not so good about their experience of Volunteering

“I’m very happy , I now have friends, I’m doing something not just sat around at home, I love volunteering at the library and when the new computers are installed I will be helping people to use them”

Do they have any other comments?

“You have changed CW’s life, he has friends and a social life - his self-confidence is amazing”  
“from the very start you have listened to CW’s needs and you have found him the right thing, P was great and brought CW out of his shell and now the volunteering at the library is perfect for him”  
“it’s a brilliant service – thank you “

### CASE STUDY 4: CW Objective Well-being Outcomes

5 ways to well-being - Survey	1 <sup>st</sup> visit	6 month Outcome
<b>ACTIVE</b>	Never	Twice a Week
<b>CONNECT (with family friends or colleagues)</b>	Every Month	Every Week
<b>CONNECT (as part of an organised group)</b>	Never	Every Week
<b>GIVE (unpaid help to an organisation)</b>	Never	Every Week
<b>GIVE (unpaid help to individuals)</b>	Never	Every Month
<b>KEEP LEARNING</b>	One off	Every Month
<b>TAKE NOTICE</b>	Occasionally	Once a week

### CASE STUDY 4: CW Self-Reported Well-being Outcomes

CW	1st Visit	3 <sup>rd</sup> visit/6 month	% Improvement
	Score out of 10	Score out of 10	
<b>Active</b>	3	7	40
<b>Connect</b>	4	7	30
<b>Give</b>	1	6	50
<b>Learn</b>	2	6	40
<b>Notice</b>	3	6	30
<b>Work</b>	2	5	30

### Case Study 5: WH

<b>Circumstance</b> (How did they get there )	WH. came into to a Community CVS drop in to find out about volunteering, WH's father had recently passed away she wasn't in the best of places and she was looking for something to give her life meaning, WH could not work due to health reasons but wanted to give something back, and help others" WH. had a vast range of experience of mental health, drug & alcohol which she had gained from her family experiences, that she thought other families would benefit from.
<b>Progression</b> (What did they do)	WH. expressed an interest in befriending, mentoring or supporting children. WH. was referred to Mill Hill Community Centre - a children's teatime club was about to be cancelled due to lack of volunteers. It was also suggested that maybe WH & her husband could also take over the running of the Monday afternoon men's group.
<b>Outcome</b> (What are they doing)	WH & her husband are now in the process of creating a new charity "East Lancashire Umbrella Society" What they are hoping to do is to grow the Monday afternoon group at Mill Hill Community Centre. They are hoping to extend the service to become a drop in session where individuals can pop along at any time. They have opened it up to men & women. Community CVS is also supporting them with their Awards for All application for funding to buy equipment, pay for activities etc.
<b>What have they found to be good or not so good about their experience of Volunteering</b>	The whole experience has been a very positive one, when I became involved with Community CVS I wasn't in the best place having just lost my dad, I have now found a new purpose in life" without the help & support of Community CVS I wouldn't be doing something love."
<b>Do they have any other comments?</b>	"I'm so happy, I love what I'm doing, Community CVS has been extremely helpful, We have had brill advice from them - it is a brilliant and helping us to go where we want to go"

<b>CASE STUDY 5: WH Objective Well-being Outcomes</b>		
<b>5 ways to well-being - Survey</b>	<b>1<sup>st</sup> visit</b>	<b>6 month Outcome</b>
<b>ACTIVE</b>	5 or more times per week	5 or more times a week
<b>CONNECT (with family friends or colleagues)</b>	Every Week	Every Week
<b>CONNECT (as part of an organised group)</b>	Never	Every Week
<b>GIVE (unpaid help to an organisation)</b>	Every Week	Every Week
<b>GIVE (unpaid help to individuals)</b>	One Off	Every Week
<b>KEEP LEARNING</b>	One Off	Every Week
<b>TAKE NOTICE</b>	Occasionally	Once a Week

<b>CASE STUDY 5: WH Self-Reported Well-being Outcomes</b>			
<b>WH</b>	<b>1st Visit</b>	<b>3<sup>rd</sup> visit/6 month</b>	<b>% Improvement</b>
	<b>Score out of 10</b>	<b>Score out of 10</b>	
<b>Active</b>	5	9	40
<b>Connect</b>	9	9	0
<b>Give</b>	9	10	10
<b>Learn</b>	5	8	30
<b>Notice</b>	6	8	20
<b>Work</b>	8	10	20

## Case study 6: WM (Support Volunteer)

<p>Circumstance (How did they get there )</p>	<p>“I had previously worked at SAMS helping to support vulnerable people volunteering. Unfortunately I had an accident and was unable to volunteer for quite a while, I had hurt my leg and was unable to get out and about being on my own for long periods resulted in me losing my confidence, I was very low and didn’t want to go out I lost touch with a lot of my friends and was very isolated. I was very wary of taking on a new volunteer role as I was fearful I may have another accident.”</p>
<p>Progression (What did they do)</p>	<p>“Donna from Community CVS persuaded me to give Volunteering on Prescription a go, so I attended the training and she linked me up with service users. All the service users were completely different and all required different skills. Initially I was quite nervous but my confidence started to grow, every week I would meet up with the service user and every week I would feel great. The feedback from the service user was very positive and this made me feel better, knowing that I had contributed positively to someone else’s life”</p>
<p>Outcome (What are they doing)</p>	<p>WM is currently volunteering at Mill Hill Library with a view to supporting a number of service users weekly under the Try It scheme. She continues to support service users and the feedback we have had from service users &amp; their families has been amazing.</p>
<p>What have they found to be good or not so good about their experience of Volunteering</p>	<p>“If it hadn’t been for Community CVS persuading me that I could volunteer and that I had a lot to give, I would still be at home, feeling terrible and lonely”  “Volunteering has turned my life around, when I started as a support volunteer I was at my lowest now even though I have recently had surgery and was off for 6 weeks I am feeling really good and I have built my confidence back up and I know I will go further over time”</p>
<p>Do they have any other comments?</p>	<p>“supporting HB put me on a high - to see someone go from zero confidence unable to talk to you because of the trauma they have been through then to watch them and support them into becoming a confident young woman in full time education – has been amazing”  “volunteering is very rewarding”</p>



<b>CASE STUDY 6: Objective Well-being Outcomes</b>		
<b>5 ways to well-being - Survey</b>	1 <sup>st</sup> visit	6 month Outcome
<b>ACTIVE</b>	Never	4 times a week
<b>CONNECT (with family friends or colleagues)</b>	One Off	Every Week
<b>CONNECT (as part of an organised group)</b>	Never	Every Month
<b>GIVE (unpaid help to an organisation)</b>	Never	Every Week
<b>GIVE (unpaid help to individuals)</b>	One Off	Every Month
<b>KEEP LEARNING</b>	Never	Every Month
<b>TAKE NOTICE</b>	Once a Month	Once a Week

<b>CASE STUDY 6; WM Self-Reported Well-being Outcomes</b>			
<b>WM</b>	1st Visit	3rd visit/6 month	<b>% Improvement</b>
	Score out of 10	Score out of 10	
<b>Active</b>	2	8	60
<b>Connect</b>	2	8	60
<b>Give</b>	2	8	60
<b>Learn</b>	2	8	60
<b>Notice</b>	3	8	50
<b>Work</b>	1	6	50

## Case Study 7: written by RQ (Support Volunteer)

Circumstance  
(How did they get there )

“As a carer for my mum I was unable to finish school with GCSEs. At only 17, I was forced to get married to a man more than twice my age. My life would have seemed better for me if I had just ended it all. I could no longer live at home, a home that seemed to be more of a prison. I chose to leave. I left home with only two bin bags of clothes. For the next few years, I had lived from a hostel, to a grotty bedsit and at one point even homeless. Through my journey, I knew I needed the help to get me back on my feet. I came across organisations such as the Women's Centre, and the Wish Centre. Here I was offered counselling, CBT, and just interacting with other women helped me get through those dark days. Finally, I had a place I could call my home, I got myself into college, worked hard through the years and once finished”.

Progression  
(What did they do)

It was while at university, that I got to know about volunteering. Heeding my lecturer's advice, I looked into it and thought I can do this. While studying for my degree, I looked into becoming a volunteer and help others within mental health and care. I wanted to give something back and help others as I had got the help when I needed.

Outcome  
(What are they doing)

I now volunteer weekly on the Community CVS Volunteering on Prescription project – supporting and helping individuals who are now in a place where I once was.

What have they found to be good or not so good about their experience of Volunteering

“Volunteering has given me the opportunity to give something back which is one of the greatest benefits of being a volunteer”.  
“Volunteering has given me the chance to develop the skills that I have learned at University”

Do they have any other comments?

“Not only am I meeting people from different backgrounds, but knowing that I am doing something positive to help others. Without volunteering, I wouldn't have the skills and the training to do the work I have studied so hard for, helping others through mental health and giving people the life skills so that they can live a positive and fulfilling life.”

### CASE STUDY 7: RQ Objective Well-being Outcomes

5 ways to well-being - Survey	1 <sup>st</sup> visit	6 month Outcome
<b>ACTIVE</b>	Less than once a week	Four Times a week
<b>CONNECT (with family friends or colleagues)</b>	Every Week	Every Week
<b>CONNECT (as part of an organised group)</b>	Never	Every Month
<b>GIVE (unpaid help to an organisation)</b>	Never	Every Week
<b>GIVE (unpaid help to individuals)</b>	One Off	Every Week
<b>KEEP LEARNING</b>	Every Month	Every Week
<b>TAKE NOTICE</b>	Once a week	Every Day

### CASE STUDY 7: RQ Self-Reported Well-being Outcomes

RQ	1st Visit	3rd visit/6 month	% Improvement
	Score out of 10	Score out of 10	
<b>Active</b>	5	8	30
<b>Connect</b>	5	9	40
<b>Give</b>	5	9	40
<b>Learn</b>	6	9	30
<b>Notice</b>	7	9	20
<b>Work</b>	5	9	40

## CASE STUDY 8: RH

<p><b>Circumstance</b> (How did they get there )</p>	<p>RH first came into contact with Community CVS after the service he previously engaged with ceased operations leaving him with no access to services. RH suffers from depression and anxiety that manifests through alcohol use which led RH to have a Criminal Record</p>
<p><b>Progression</b> (What did they do)</p>	<p>RH became a founding member of the Social Inclusion Football team, Community CVS's Men Dive In FC, making use of his coaching qualifications gained whilst serving a prison sentence. As the team expanded, so did RHs role – regularly managing a team at competitions</p>
<p><b>Outcome</b> (What are they doing)</p>	<p>After one season, with regular support from Community CVS, RH now manages his own team in the Social Inclusion Football League – Diverse Rovers – finishing Div 2 champions</p>
<p><b>What have they found to be good or not so good about their experience of Volunteering</b></p>	<p>“Things don't always go to plan. Involvement with the Social Inclusion Football put me in contact with the people who can help me help myself”</p> <p>“We are part of something bigger – everything we do is to help the team and the league. Everybody benefits from the good stuff we do”</p> <p>“RH has been a God Send. The lads love him. They even love training. “ John Walsh, Manager, Mill Hill Diversity</p> <p>“My involvement with football has given me a new life. The roles I have are a responsibility that I take seriously. It was Community CVS that taught me that. Responsibility is a reward – I'm trusted now and that is, in part, because of Geoff through Community CVS”</p>
<p><b>Do they have any other comments?</b></p>	<p>“The Football gives me, and others like me, the chance not only to play but to also make the changes I needed to make in my own life. My life isn't perfect and things still go wrong but Geoff through Community CVS help show me that problems can be solved”</p>

<b>CASE STUDY 8: RH Objective Well-being Outcomes</b>		
<b>5 ways to well-being - Survey</b>	<b>1<sup>st</sup> visit</b>	<b>6 month Outcome</b>
<b>ACTIVE</b>	Less than once a week	Four Times a week
<b>CONNECT (with family friends or colleagues)</b>	Less than once a week	Every Week
<b>CONNECT (as part of an organised group)</b>	Never	Every week
<b>GIVE (unpaid help to an organisation)</b>	Never	Every Week
<b>GIVE (unpaid help to individuals)</b>	Every month	Every Week
<b>KEEP LEARNING</b>	Never	Every month
<b>TAKE NOTICE</b>	Every month	Every Day

<b>CASE STUDY 8: RH Self-Reported Well-being Outcomes</b>			
<b>RH</b>	<b>1st Visit</b>	<b>3rd visit/6 month</b>	<b>% Improvement</b>
	<b>Score out of 10</b>	<b>Score out of 10</b>	
<b>Active</b>	5	8	30
<b>Connect</b>	3	9	60
<b>Give</b>	5	9	40
<b>Learn</b>	3	5	20
<b>Notice</b>	4	8	40
<b>Work</b>	5	7	20



## CASE STUDY 9: DM

**Circumstance**  
(How did they get there)

DM was arrested for aggressive behaviour so had to attend treatment services to address his alcohol problem as part of a court order. He lost his job, his relationship with his wife had completely broken down and his wife had kicked him out of their home due to his heavy drinking.

**Progression**  
(What did they do)

DM decided to start looking into volunteering as part of his recovery process while he was being treated in substance misuse services. He wanted to get back into work in a caring environment but because he had a criminal record he kept getting knocked back at interviews. Our volunteers supported DM in his recovery over a long period of time, and when he had reached an appropriate point on his journey to recovery, we arranged volunteering at Thomas and Community CVS for himself to become a recovery support volunteer.

**Outcome**  
(What are they doing)

Through this experience as a Community CVS Recovery Support Volunteer, DM managed to gain full time employment as a support worker at a hospital and working with people with learning disabilities. However DM still wanted to continue with support volunteering as he really enjoyed helping others. DM joined the Breakfast Club and volunteered in the Boulevard Centre on his days off. He studied alcohol and substance misuse level 4 and level 5 at Accrington and Rossendale college. DM continues to help and support vulnerable people and gains mental health benefits through this. He is also a buddy for new volunteers, showing them the role and responsibilities of a recovery support volunteer mentor and volunteers for Healthy Living. His recovery has enabled him to mend his relationship with his wife and they are now living together again.

What have they found to be good or not so good about their experience of Volunteering

“I like to see the positive outcomes of people I have supported. It’s amazing to see people developing, up skilling and moving on through volunteering opportunities into employment. Volunteering has enabled me to gain more confidence and has help me gain full time employment. I have also made new friends. “

### CASE STUDY 9: DM Objective Well-being Outcomes

5 ways to well-being - Survey	1 <sup>st</sup> visit	6 month Outcome
<b>ACTIVE</b>	Twice a week	4 Times a week
<b>CONNECT (with family friends or colleagues)</b>	Every month	Every week
<b>CONNECT (as part of an organised group)</b>	Every month	Every week
<b>GIVE (unpaid help to an organisation)</b>	Every month	Every week
<b>GIVE (unpaid help to individuals)</b>	4 times a year	Every week
<b>KEEP LEARNING</b>	Every month	Every month
<b>TAKE NOTICE</b>	Once a month	Every day

### CASE STUDY 9: DM Self-Reported Well-being Outcomes

DM	1st Visit	3rd visit/6 month	% Improvement
	Score out of 10	Score out of 10	
<b>Active</b>	7	9	20
<b>Connect</b>	8	10	20
<b>Give</b>	8	10	20
<b>Learn</b>	7	9	20
<b>Notice</b>	7	9	20
<b>Work</b>	6	8	20

## CASE STUDY 10: KF

<b>Circumstance</b> (How did they get there )	KF went through rehab and was informed about the recovery support services that Community CVS had to offer through our Fast4wd Project. KF wanted to keep busy and was very interested in volunteering and putting something back in the community. He wanted to help others with similar addiction issues as he could use his own life experiences to help others through similar circumstances.
<b>Progression</b> (What did they do)	KF was keen to volunteer as a Recovery Support Volunteer. He accessed our 5 day Recovery Access Point training and also completed most of the modules of the Volunteer Passport Training. KF started to volunteer at the Breakfast Club on Saturdays providing Breakfast and informal befriending to people facing severe and multiple disadvantages. After completing our volunteer training course and processing a DBS check KF was ready to be a Recovery Support Volunteer. He shadowed and asked lots of questions to build up his knowledge of our systems and processes. He also accessed our suicide awareness course, and first aid courses. KF became more confident and slowly built up cases of vulnerable people that he was mentoring. He also helped out at the Community CVS drop in sessions at Your Support Your Choice and at Thomas .
<b>Outcome</b> (What are they doing)	KF, unfortunately recently relapsed and asked us for help to get back on track. He linked up with one of our recovery support volunteers who helped and supported him get back into the support of the drug and alcohol services. He has been accessing services and at this more difficult time of his life we have taken a flexible approach to his volunteering, offering him less emotionally demanding roles such as helping out in the office with general office duties, and greeting people at reception.
<b>What have they found to be good or not so good about their experience of Volunteering</b>	KF found that accessing the service has helped him get back into recovery. Volunteering at Community CVS has helped KF keep on track of his recovery. KF's goal is to sustain recovery and eventually be able to mentor again. "Volunteering has been rewarding and it's great to see people's self-esteem, self-worth and confidence increased".

Case Study 10: KF Objective Well-being Outcomes		
5 ways to well-being - Survey	1 <sup>st</sup> visit	6 month Outcome
<b>ACTIVE</b>	3 times a week	3 times a week
<b>CONNECT (with family friends or colleagues)</b>	4 times a year	Every week
<b>CONNECT (as part of an organised group)</b>	Every week	Every week
<b>GIVE (unpaid help to an organisation)</b>	Every week	Every week
<b>GIVE (unpaid help to individuals)</b>	Every month	Every month
<b>KEEP LEARNING</b>	4 times a year	Every week
<b>TAKE NOTICE</b>	Once a month	Every day

Case Study 10: KF Self-Reported Well-being Outcomes			
KF	1st Visit	3rd visit/6 month	% Improvement
	Score out of 10	Score out of 10	
<b>Active</b>	3	5	20
<b>Connect</b>	3	7	40
<b>Give</b>	8	8	0
<b>Learn</b>	7	9	20
<b>Notice</b>	6	7	10
<b>Work</b>	1	4	30

## CASE STUDY 11: PG

<p><b>Circumstance</b> (How did they get there )</p>	<p>Originally PG had a well-paid, highly skilled job in IT. Unfortunately he suffered a serious stroke and had to stop working. While off work he developed addiction problems and his family life broke down and he had to move away from his wife and children. PG was engaged with Drug and Alcohol services and while going through recovery, he decided he wanted to put something back into the community, and help others through drug or alcohol addiction.</p>
<p><b>Progression</b> (What did they do)</p>	<p>PG applied to volunteer with Community CVS on our Fast 4wd Project. He was really keen to engage with all our courses and completed the Recovery Access Point training and Volunteer Passport Training before going on to become a recovery support volunteer for others facing addiction issues.</p>
<p><b>Outcome</b> (What are they doing)</p>	<p>PG has been volunteering with the Community CVS Fast 4wd project and VOICE since March 2015. He has increased his skill set and had built up a client base. He used his IT skills to support us with setting up a new database system and trained staff and volunteers in how to use it. He also got involved in facilitating recovery support training for new volunteers. Whilst volunteering with us PG applied for a few part time and full time roles. PG now has a full time job as a Recovery Coach for Red Rose Recovery working on the Hospital Alcohol Liaison Service. He still volunteers with Community CVS at the Fast 4wd project and VOICE Breakfast and Family Club. Recently he has also supported Community CVS with a funding bid for work with male offenders for which we have brought £73,000 external funding into the borough.</p>
<p><b>What have they found to be good or not so good about their experience of Volunteering</b></p>	<p>“The support and guidance is second to none. There are plenty of volunteering and training opportunities to get involved with. I really found the supervision helpful to share experiences and share best practices”.</p>
<p><b>Do they have any other comments?</b></p>	<p>The support and help that I gained from volunteering at Community CVS helped me to gain the skills, experience and confidence to apply for a full time job. I really do thank the team for all their support, which was invaluable.</p>

<b>CASE STUDY 11: PG Objective Well-being Outcomes</b>		
<b>5 ways to well-being - Survey</b>	<b>1<sup>st</sup> visit</b>	<b>6 month Outcome</b>
<b>ACTIVE</b>	Five or more times a week	Five or more times a week
<b>CONNECT (with family friends or colleagues)</b>	Every Week	Every week
<b>CONNECT (as part of an organised group)</b>	Every Month	Every week
<b>GIVE (unpaid help to an organisation)</b>	Every Week	Every week
<b>GIVE (unpaid help to individuals)</b>	Every Month	Every week
<b>KEEP LEARNING</b>	Every Month	Every week
<b>TAKE NOTICE</b>	Once a week	Every day

<b>CASE STUDY 11: PG Self-Reported Well-being Outcomes</b>			
<b>PG</b>	<b>1st Visit</b>	<b>3rd visit/6 month</b>	<b>% Improvement</b>
	<b>Score out of 10</b>	<b>Score out of 10</b>	
<b>Active</b>	8	9	10
<b>Connect</b>	8	10	20
<b>Give</b>	9	10	10
<b>Learn</b>	8	10	20
<b>Notice</b>	9	9	0
<b>Work</b>	10	10	0



## CASE STUDY 12: SA

Circumstance  
(How did they get there )

SA presented at Sunday Family Club- he was staying at Nightsafe and had only 5 nights remaining. He had had a sanction through the job centre, and his benefits had been stopped. His issues had been caused by the impact of using legal highs. As a result he had stolen from his family to support his addiction. His mum and dad decided that he could not stay in the house and he was now homeless.

Progression  
(What did they do)

A Community CVS recovery support volunteer, Pippa, supported him emotionally as well as with housing, family, recovery issues and with practical support to use the computer at the Boulevard centre for Job Centre -he was required to complete job search activities 35 hrs a week.

Further down the line SA told Pippa that he had come off the legal highs. She supported him to address the relationship break down between him and his family and contacted his mum for SA to speak to her to help resolve the issues. SA really wanted to change in order to get his life back on track. His mum told Pippa that she just wanted things to be back the way that they were, she missed him being at home and the situation itself was making her ill. She said that she would speak to his dad about him moving back home. Pippa also engaged with housing needs to find out what other options SA would have. They suggested the Islington, which wasn't an appropriate choice for SA in his current situation. After contacting his mum again, she informed Pippa that SA could go home. Pippa, our Recovery Support Volunteer says;

“SA came back into the office, I informed him that his mum was coming to pick him up and he was allowed to move back into the family home. He looked shocked and said “Really?” when I confirmed he gave me a hug and said “Thank you so much!” His mum came into the office to pick him up, SA was stood with all of his stuff and him and his mum shared a hug and they were both crying. It was a very emotional scene and was heart-warming to see”. Pippa continued to help SA with his job search, relationship and recovery issues.

## CASE STUDY 12: SA CONTINUED

**Outcome**  
**(What are they doing)**

Pippa, SA's Recovery Support Volunteer says "SA came in after his first night back at home. He looked much better in himself. SA told me that he had had the first proper night's sleep that he had had in a long time. SA also told me that having returned back home he'd realised how much he'd missed what he had at home and that he didn't want to lose it again".

"SA's mum told me about how much she had missed having SA at home with them, about how every time she would drive past the hostel he was previously staying and she saw an ambulance she would worry about it being SA. She told me that she and the family are willing to support him and ensure that he remains on the correct path from now and they will all help wherever and whenever they can. When SA and his mum left they both gave me a hug. His mum turned to me and said "Thank you for everything, you're lovely."

Pippa continued to keep in touch with SA having regular meetings and supporting him in his job search at the Boulevard Centre. SA and his mum came in October and he told us he had a job interview at Old Mother Redcap and he had managed to get a suit from the job centre. A few days later SA popped into the office to let Pippa know that he had been successful in his job interview and would be now be working.

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**What have they found to be good or not so good about their experience of Volunteering**

SA's mum said "Without this support being in place, none of the amazing things would have been able to happen"

Pippa said " Both SA and his mum have shown their appreciation for what I have helped them to achieve. Seeing the bond that SA and his mum have now been able to recreate is amazing. In helping SA resolve his issues and begin to get his life back on track I have gained something personal, knowing that I can help someone and I am making a difference in people's lives".

<b>CASE STUDY 12: SA Objective Well-being Outcomes</b>		
<b>5 ways to well-being - Survey</b>	<b>1<sup>st</sup> visit</b>	<b>6 month Outcome</b>
<b>ACTIVE</b>	Five or more times weekly	Four times a week
<b>CONNECT (with family friends or colleagues)</b>	One off	Every month
<b>CONNECT (as part of an organised group)</b>	One off	Every month
<b>GIVE (unpaid help to an organisation)</b>	One off	Every month
<b>GIVE (unpaid help to individuals)</b>	Never	Every month
<b>KEEP LEARNING</b>	One off	Every month
<b>TAKE NOTICE</b>	Occasionally	Once a week

<b>CASE STUDY 12: SA Self-Reported Well-being Outcomes</b>			
<b>SA</b>	<b>1st Visit</b>	<b>3rd visit/6 month</b>	<b>% Improvement</b>
	<b>Score out of 10</b>	<b>Score out of 10</b>	
<b>Active</b>	6	9	30
<b>Connect</b>	7	9	20
<b>Give</b>	5	9	40
<b>Learn</b>	7	9	20
<b>Notice</b>	4	8	40
<b>Work</b>	9	10	10

## APPENDIX B: Well-being Survey Data

CONNECT: How often do you meet with people to do something positive?	Initial assessment	After 3 months support	After 6 months support
Every Week	42	55	28
Every Month	20	18	3
At least 4 times each year	6	5	0
One off	8	1	0
Never	7	3	0
No Answer Given	0	1	0

BE ACTIVE: How often do you undertake at least 30 minutes of physical activity?	Initial Assessment	After 3 months support	After 6 months support
Never	12	1	0
Less than once per week	14	5	0
Once per Week	15	12	5
Twice per week	9	14	10
Three times per week	7	14	7
Four times per week	7	6	3
Five or more times per week	18	29	6
N/A	0	1	0
No Answer Given	1	1	0

GIVE: How often have you given unpaid help?	Initial assessment	After 3 months support	After 6 months support
Every Week	15	36	18
Every Month	11	16	11
At least 4 times each year	12	11	1
One off	16	9	1
Never	28	10	0
No Answer Given	1	1	0

KEEP LEARNING: How often do you try something new, learn a new skill, or participate in a learning activity?	Initial assessment	After 3 months support	After 6 months support
Every Week	10	27	18
Every Month	16	24	11
Every Day	7	0	0
At least 4 times each year	11	17	1
One off	12	8	1
Never	1	7	0
Occasionally	25	0	0
No Answer Given	1	0	0

TAKE NOTICE: How often do you reflect and think about how you are and the world around you?	Initial Assessment	After 3 months support	After 6 months support
Every Day	2	36	12
Every Week	6	10	0
Once per Week	4	10	13
Once per Month	13	10	1
At least 4 times a year	5	1	0
Occasionally	10	2	5
One Off	23	13	0
Never	20	1	0



% Vulnerable People provided with intensive support by a volunteer over a 3 to 6 month period who engage in ways to well-being activity EVERY WEEK OR MORE	Initial Assessment	After 3 months support	After 6 months support
CONNECT - % people who CONNECT regularly (every week or more)	51	66	90
ACTIVE - % people who are ACTIVE regularly (every week or more)	67	90	100
TAKE NOTICE - % people who TAKE NOTICE regularly (every week or more)	14	68	81
KEEP LEARNING - % people who regularly KEEP LEARNING (every week or more)	21	33	58
GIVE - % people who regularly GIVE ( every week or more)	14	43	54

% Vulnerable People provided with intensive support by a volunteer over a 3 to 6 month period who NEVER or ONLY OCCASIONALLY engage in ways to well-being	Initial Assessment	After 3 months support	After 6 months support
CONNECT - % people who never or only occasionally CONNECT	24	11	0
ACTIVE - % people who are never or only occasionally ACTIVE	31	7	0
TAKE NOTICE - % people who never or only occasionally TAKE NOTICE	64	19	16
KEEP LEARNING - % people who never or only occasionally KEEP LEARNING	46	18	3
GIVE - % people who never or only occasionally GIVE	78	37	10

CONNECT: Where do you see yourself on a scale of 1 to 10	Initial Assessment	After 3 months support	After 6 months support
1	18	2	0
2	13	1	0
3	10	0	1
4	8	4	0
5	4	5	0
6	10	13	2
7	6	12	8
8	3	13	9
9	5	18	7
10	6	15	4

BE ACTIVE: Where do you see yourself on a scale of 1 to 10	Initial assessment	After 3 months support	After 6 months support
1	18	1	0
2	15	1	0
3	10	2	0
4	11	5	1
5	8	9	1
6	3	15	1
7	3	17	8
8	3	11	6
9	6	10	8
10	6	12	6





TAKE NOTICE: Where do you see yourself on a scale of 1-10	Initial Assessment	After 3 months support	After 6 months support
1	16	0	0
2	18	3	0
3	10	3	0
4	14	3	1
5	4	9	2
6	5	9	5
7	4	13	5
8	2	10	9
9	4	12	7
10	6	21	2

KEEP LEARNING: Where do you see yourself on a scale of 1-10	Initial Assessment	After 3 months support	After 6 months support
1	17	2	0
2	12	3	0
3	13	3	0
4	4	7	1
5	15	9	1
6	4	9	4
7	4	10	2
8	4	15	9
9	4	10	7
10	6	15	7





GIVE: Where do you see yourself on a scale of 1-10?	Initial assessment	After 3 months support	After 6 months support
1	17	2	0
2	9	3	1
3	14	4	2
4	16	5	0
5	3	8	1
6	5	8	6
7	2	10	2
8	2	16	6
9	5	7	7
10	10	20	6

WORK: Where do you see yourself on a scale of 1-10?	Initial assessment	After 3 months support	After 6 months support
1	21	9	1
2	16	2	1
3	14	3	1
4	9	3	3
5	4	7	3
6	4	11	1
7	5	12	5
8	2	8	6
9	3	10	8
10	5	18	2